



Infrastructure Management Services

- Desktop Management
- Software Management
- Asset Life Cycle Management
- Service Desk
- Install, Move, Add and Change (IMAC)
- Project and Portfolio Management

SUCCESS STORY:

Energy and Managed Services Company

Integrating disparate IT management services, while reducing staff expense levels and improving end-user satisfaction.

The Client

Formed through amalgamating 400 gas, electric and transportation companies, this company is a publicly traded diversified energy company, with 2006 annual revenues of \$12.2 billion. The company is highly regarded for its reliable service.

The Challenge

The company's daily management of 8,250 personal computers was inconsistent, siloed and in need of help. The management of these assets was fragmented across five different groups approaching the task with a mix of processes, control systems and staff resources.

Their systems and management processes were not operationally integrated and created overlap, duplication of effort, and confusion on the part of end users. The situation impacted user productivity, increased support costs and made the work environment vulnerable to security risk.

Measurable Results

This company benefited from CCSI's proven Integrated Infrastructure Management™ (IIM) solution in several ways:

- *Improved customer satisfaction to an all time high - up 29%*
- *Reduced support costs by 41%*
- *Lowered staffing requirements by 40%*
- *Increased process efficiencies reducing service desk calls by 24%*
- *Reached a hardware/software Break/Fix resolution of 80% under 16 business hours*



The Solution

CCSI Technology Solutions, a CompuCom Systems Company, was chosen to leverage its Integrated Infrastructure Management (IIM) solution to manage the assessment, design and deployment of a comprehensive desktop management, asset management and user support solution. Using best practice methodologies and proven processes, CCSI delivered a fully integrated solution that included:

- Desktop management services
- Install, Move, Add and Change (IMAC) services
- Software support services
- Ongoing project and portfolio management
- Service desk services

As part of the overall solution, CCSI also implemented a client management and inventory asset management system that provides much of the essential information required for a fully integrated infrastructure management solution.

This provided the capability to track assets more effectively, while better managing software distribution, patch management and reporting. CCSI's Professional Services provided the oversight required to implement and manage these powerful tools. These services included:

- On-site, day-to-day administration and support
- Development and maintenance of an annual roadmap
- Upgrades and new product implementation
- Custom and ad-hoc reporting
- Complete software packaging

The Results

Leveraging CCSI's innovative Integrated Infrastructure Management (IIM) solution, multiple silos were successfully integrated by employing a single solution for hardware and software management. Headcount was reduced by automating many manual tasks, and managing tasks remotely. For example, support staff headcount was reduced 40% while providing increased levels of service quality.

The CCSI solution has enabled the company to improve client satisfaction, reduce support costs and lower security risk while enabling the company to align IT investments with key business goals and objectives. Measurable results included:

- Improved customer satisfaction to an all time high – up 29%
- Reduced support costs by 41%
- Increased process efficiencies reducing help desk calls by 24%
- Reached a hardware/software Break/Fix resolution of 80% under 16 business days

Learn more about CCSI's broad range of services and how seamless integration can help you drive greater business value from your IT infrastructure. Visit us online at www.CCSICompuCom.com or call us at +1 905.816.3000 today.

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CCSI is a leading IT outsourcing company that also provides application development, procurement and management of hardware and software. With more than 20 years of IT experience, CCSI employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CCSI's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.



A COMPUCOM SYSTEMS COMPANY

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