



## SUCCESS STORY:

# Global Electronics Company

## Improving Support for a World-Class IT Organization

### The Client

This company is a global leader in delivering innovative, people-centric products, services and solutions. The company specializes in medical diagnostic imaging and patient monitoring systems, energy-efficient lighting solutions, and lifestyle products. The company employs more than 128,000 professionals in more than 60 countries worldwide, and holds 80,000 registered patents for innovative products, processes and solutions. The company strives to bring simplicity to consumers in the form of products and services that speak directly to their specific needs.

### The Challenge

To maintain its position of global leadership, the company utilizes an array of IT operators that span business units, geographic regions and infrastructures, supporting IT activities with a variety of unique, decentralized end-user infrastructure services. This disjointed support model was often slow, inconsistent and expensive. They wanted to deploy a North American IT support infrastructure that would lower the company's cost of service, standardize support across operations and business units, and drive greater efficiency and productivity throughout the organization. A key objective was to introduce more efficient and cost-effective self-service capabilities, leveraging automated and web-based technologies to allow IT staff to solve problems quickly and easily. By centralizing and standardizing IT support, the company hoped to shorten cycle times, while lowering the cost of integrating or divesting business and operating units. Most of all, this world-class company sought to outsource IT support to a proven supplier, so that it could refocus on its true core competencies.

### Infrastructure Management Services

- Server Management
- Desktop Management
- Service Desk
- Software Management
- Asset Life Cycle Management
- Deskside Support

### Measurable Results

*By implementing a centralized IT infrastructure support solution across North America, the company gained:*

- *Established reliable 24x7x365 end-user service delivery*
- *Increased first-call resolution rates by 38%*
- *Improved solution-to-support for 6,000-plus remote users*
- *Enhanced SLA and quality assurance performance by 22%*
- *Simplified user-account administration*



## **Improving Support for a World-Class IT Organization**

### **The Solution**

The CompuCom solution included a comprehensive Service Desk solution, including the services of a team of designated agents fully trained on the company's tools, processes and corporate culture. An intuitive Self Help Portal was created using best-of-breed tools, database resources and support to encourage users to diagnose problems, find answers and download approved software. The solution also included user-account management, web service incident management, software deployment with workflows, project staffing services and end-of-life asset disposal. This comprehensive IT support solution was deployed to 16,000 users throughout the U.S. and Canada in an implementation that met the company's aggressive delivery schedule. In implementing this comprehensive IT support solution, CompuCom had to overcome the natural resistance of previously independent IT operations, as well as negative perceptions of an earlier, failed OEM-based global outsourcing effort.

### **The Results**

CompuCom's Integrated Infrastructure Management (IIM) solution exceeded the company's performance expectations. By implementing a centralized IT infrastructure support solution across North America, the company gained both immediate and long-term operational cost savings. The company also applied a more predictable tariff-based chargeback method to all IT support activities. The company leveraged CompuCom's proven and reliable infrastructure, thereby eliminating the need for a wide range of internal servers and software. By standardizing IT operations, this approach also enabled the company to deliver more consistent performance, and accelerate unit integration and/or disentanglement in the company's active M&A environment.

After rolling the CompuCom IT support solution out to its North American operations, the company gained these specific benefits:

- Established reliable 24x7x365 end-user service delivery
- Increased first-call resolution rates by 38%
- Improved solution-to-support for 6,000-plus remote users
- Enhanced SLA and quality assurance performance by 22%
- Simplified user-account administration

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Learn more about CompuCom and our comprehensive services.  
Visit us online at [CompuCom.com](http://CompuCom.com) or call us at +1 800.225.1475 today.

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