



## SUCCESS STORY:

### Radian

#### Increasing Efficiency by Reducing Incident Volume and PC Support Costs

##### The Client

Headquartered in Philadelphia, Pennsylvania, Radian is a leading provider of credit enhancement for the global financial and capital markets. Built on a foundation of evaluating credit risk, the products and services Radian provides in mortgage insurance, public finance, structured finance, reinsurance and other financial services help clients and investors manage risk expertly and prudently.

##### The Challenge

Radian needed greater control of its PC environment, as well as enhanced support and security. The company was experiencing extended PC downtime and paying increased support costs. It decided to take steps to reduce the total cost of ownership (TCO) of its PC environment. Radian wanted to create an environment in which end users and business groups could delete and add new applications, services and hardware as the company grew over the years. Because the company had already matured considerably from its early days, its IT standards and processes had failed to keep pace with its burgeoning infrastructure. Radian partnered with CompuCom to design and deliver a solution that would enhance its supportability of its PC environment, while reducing support costs and increasing Service Desk availability to 24x7x365.

##### Measurable Results

*CompuCom helped Radian achieve the following results in its call center:*

- *Improved end-user support*
- *Improved first-level incident resolution*
- *Enhanced overall efficiency*
- *52% reduction in incident volume, resulting in a reduction of monthly support costs going into the third year of the contract*
- *Surpassed projected savings of \$1.8M*

##### CompuCom is a Microsoft Gold Certified Partner

The Microsoft Gold Certified Partner Program for Support Services identifies Microsoft Certified Partners who provide expert-level technical support for Microsoft technologies and who offer a full range of multi-vendor support services for Microsoft products in all types of environments.



## Increasing Efficiency by Reducing Incident Volume and PC Support Costs

### The Solution

CompuCom helped Radian attain all of the goals of the engagement by leveraging components of our Integrated Infrastructure Management™ (IIM) solution as well as jointly created components and technologies. The joint solution provided Radian with the ability to install new updates and applications without impacting user productivity and automated processes that tightened control of IT assets, eliminating fees, and penalties associated with expired software license agreements. The collective effort solution encompassed managing, operating and securing key Service Desk and deskside functions such as self-assisted password management and automated patch and application deployment, to provide proactive service delivery and problem management, while reducing costs and enabling the measurement of results.

Leveraging its award-winning, world-class, 24x7x365 Service Desk and its Microsoft expertise, CompuCom equipped Radian with dedicated, on-site management of deskside support, asset information, installs/adds/moves/changes (IMAC) and administration services that are supported by shared internal groups and subject matter experts. CompuCom collaborated with Radian to customize its solution to Radian's needs by combining a 100% software and hardware refresh, packaged applications and a proactive policy regarding local and networked printers.

### The Results

Implementing this solution enabled CompuCom to leverage processes and efficiencies which led to an increase in IT service and a decrease in IT costs. The measurable results included:

- Reduction of employee and management cost, incident volume and support costs
- Contained costs associated with unsupported or unlicensed software
- Shortened response time
- Improved end-user support
- Improved first-level incident resolution
- 52% reduction in incident volume, resulting in a reduction of monthly support costs going into the third year of the contract
- Surpassed projected savings of \$1.8M over three years
- Increased percentage of pushed applications to 80%
- Decreased patch testing times with increased success rates
- 100% standardization of company "Desktop" (hardware, software, OS)
- Reduced PC build time and PC downtime
- Increased Help Desk coverage to 24x7x365

*"Every initiative suggested was implemented and achieved thereby surpassing our planned cost reductions while providing positive impact upon the business community."*

**Lawrence DelGatto**  
Senior Vice President and  
Chief Information Officer  
Radian Group

Learn more about CompuCom and our comprehensive services.  
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