



## Infrastructure Management Services

### Service Desk

#### SUCCESS STORY:

## Leading Retailer Reduces Costs and Enhances Service Delivery

### CompuCom Helps Leading Retailer Improve Efficiencies

#### The Client

Founded in 1925, this leading food retailer is headquartered in Jacksonville, Florida. The company currently operates 521 stores throughout Florida, Alabama, Louisiana, Georgia and Mississippi and has more than 52,000 associates. As one of the largest food retailers in the nation, the company's vision is to be a leading neighborhood grocer in every market it serves. The company's unique Customer Reward Card program allows it to capture and utilize proprietary data to merchandize its stores to cater to various customer trends. The company is committed to providing its customers with great products and service in a fast, friendly and fresh environment.

#### The Challenge

The company faced numerous challenges with major restructuring that included consolidating and divesting various parts of the business, and found that its internal IT resources were distracted from strategic initiatives while taking care of daily IT operations. A multi-vendor sourcing approach combined with an in-house help desk added workload and inefficiency in managing their operations.

One area where this company's costs were high was onsite maintenance. Upon analysis, the company learned that a key factor in reducing end-to-end cost and improving quality is better integration of the help desk and field support services. The goal was to leverage a managed service provider's IT competencies to support a consistent program while creating cost efficiencies. The retailer determined that it could reach that goal by outsourcing its service desk to CompuCom, thereby providing an integrated approach to supporting operations.

#### Measurable Results

*CompuCom helped this retailer achieve the following benefits:*

- *Achieved 90% service desk resolvable results, as compared to industry average of 58%*
- *Delivered high-quality, cost-effective services using nearshore resources*
- *Reduced dispatches, parts and freight charges through enhanced problem diagnosis and triage*
- *Reduced downtime—essential in the retail market*
- *Enhanced financial position for competitive advantage*



### The Solution

CompuCom's integrated workspace management solution addressed the full range of user technology issues, regardless of the technology and vendor who supports it in the field. The CompuCom Service Desk delivers:

- Ownership regardless of responsibility, attempting to resolve all issues, whether the responsibility lies with CompuCom or with third-party vendors
- Maximum resolution at the Service Desk to provide the most value and eliminate costly onsite visits
- Service Desk resources from one of our Global Service Centers at a nearshore location for significantly lower support costs
- Proactive implementation of a plan to reduce calls, including increased remote resolution and efficient call handling processes

CompuCom analyzes extensive reports to holistically evaluate the retailer's technology environment, identifying areas and trends that can be corrected to enhance infrastructure stability and to prevent other issues.

The proven CompuCom Global Service Delivery Model (GSDM), based on the Information Technology Infrastructure Library® (ITIL) framework, was also a key part of the solution. The GSDM, including four Global Service Centers (GSCs), enables service delivery in a highly cost-effective and uniform manner.

The GSDM also includes an innovative approach to providing services by enabling remote delivery from the GSCs, while empowering users to resolve issues and request services through industry-leading technologies such as self help, automated account provisioning and request management.

### The Results

Today, CompuCom handles an annual average of 85,000 service desk calls for this retailer. The benefits of integrating the workflow from start to finish are evident. Since taking on the service desk, CompuCom resolves more than 60% of incidents and 90% of service desk-resolvable calls at the Service Desk, which is 90% compared to the industry standard of 58%. Dispatches to CompuCom's field services have decreased by 20%, which equates to more than \$400,000 net savings over 9 months. Efficient call-handling processes, including expert problem triage and diagnosis, have contributed to the savings in parts and freight.

The governance structure is also simplified and improved through the "smart" bundling of the support services. Other benefits come from improving overall performance and reducing downtime, an essential element for retail organizations. The CompuCom integrated solution delivers stability to the client's multi-sourced support organization and provides great service to its stores, where fast issue resolution is critical to store operations and profitability.

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](http://www.CCSICompuCom.com) or call us at +1 905.816.3000 today.

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*CompuCom 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, CompuCom employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.*



A COMPUCOM SYSTEMS COMPANY

CCSI Technology Solutions, Corp.  
CompuCom Systems, Inc.  
2480 Meadowvale Blvd.  
Mississauga, ON L5N 7Y1  
+1 905.816.3000  
[www.CCSICompuCom.com](http://www.CCSICompuCom.com)