



## SUCCESS STORY:

# Sunoco

## Standardizing the Desktop Environment

### The Client

Sunoco, headquartered in Philadelphia, PA, is a leading manufacturer and marketer of petroleum and petrochemical products. The company operates five refineries capable of processing 900,000 barrels of crude oil per day, maintains over 5,400 miles pipelines and 38 product terminals, markets gasoline through some 4,700 retail outlets, and also markets chemicals and logistics services used in the steel industry.

### The Challenge

Sunoco maintained the vast and complex IT infrastructure needed to operate and control its vast petrochemical operations that included some 7,000 desktop PCs at 130 separate geographic locations. The desktop environment had grown over the years to include 40 different PC models, multiple operating systems and literally thousands of software applications.

Sunoco's workplace environment was supported by six regional help desk operations, each using its own unique set of tools and procedures. Because Sunoco lacked a standardized, managed approach to desktop support, end-users received support that was often inconsistent and less than reliable. There was no single, standardized approach to deploying applications and patches, resulting in delays and higher costs for software deployment. Multiple hardware standards made it difficult to roll out enterprise-wide applications. Sunoco's decentralized help desk operations supporting multiple versions of many applications and various standards led to cost overruns, duplication and an inflated ratio of support technicians to PCs. To improve control, reliability and the quality of support as well as and to reduce costs, Sunoco sought to move away from this decentralized and inconsistent approach to desktop management.

### Infrastructure Management Services

- Desktop Management
- Software Management
- Asset Life Cycle Management
- Service Desk
- Deskside Support
- Install Move Add and Change (IMAC)

### Measurable Results

*By standardizing its PC environment, and by consolidating desktop support into a managed, centralized environment, Sunoco has gained a number of measurable advantages:*

- *Increased productivity by 46% as a result of a stable and more productive desktop environment*
- *Increased client satisfaction to an all time high of 95%*
- *Achieved service level agreement compliance of 97%*
- *Reduced service desk requests by 27%*
- *Lowered desktop support costs by 17%*



## Standardizing the Desktop Environment

### The Solution

Sunoco commissioned CompuCom to act as the change agent to integrate their infrastructure and standardize their desktop environment using their Integrated Infrastructure Management (IIM) solution. After gaining the support of key Sunoco executives and business unit leaders, the two companies began planning the desktop initiative. Sunoco adopted a strategy of focusing on a single business line at a time, creating and deploying a centralized and standardized desktop model, then building confidence and synergy as that model was extended to other operating units and eventually to the entire organization.

CompuCom worked closely with Sunoco's IT staff to create a project team, to review the resources needed to accomplish the objectives, and to assign basic project responsibilities.

CompuCom launched a rigorous assessment of the company's desktop environment and developed a high-speed roll-out plan that covered:

- Implementation methodologies
- Software and hardware rationalization
- Standardized application and imaging package
- Required hardware updates
- Desktop build facilities at various locations
- Standardized service desk support
- Overall service management system

Within 18 months, CompuCom had completed the implementation of this permanent, enterprise-wide centralized support service. As part of this implementation, the team continues to track and analyze end-user satisfaction, which allows CompuCom and Sunoco to identify opportunities for ongoing service improvements.

### The Results

Sunoco's newly standardized workplace environment and integrated infrastructure management process has yielded significant business value to the corporation. CompuCom's best practices and IT service management methodologies have resulted in a decrease in costs, increased productivity and higher levels of user satisfaction, including:

- 46% increase in productivity
- Client satisfaction increased to an all time high of 95%
- 27% reduction in the ratio of help desk incidents to managed PC
- Contractual service level agreements at an all time high of 97% compliancy
- Lowered desktop support costs by 17%

*"The primary challenge was to get a fully managed, locked down image and to move to a centralized and standardized environment."*

#### Mark Quarles

Manager of Infrastructure Services  
Sunoco

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