

## Leading Provider of Food, Facility and Uniform Services Relies on CompuCom to Deliver Improved IT Support

One of the world's leading professional services organizations, this corporation delivers experiences that enrich and nourish people's lives through innovative food, facility and uniform services. Generating approximately \$13.5 billion in annual revenue, this company provides services to healthcare institutions, universities and school districts, stadiums and arenas and businesses in 22 countries around the world. Comprised of more than 270,000 employees, the company is recognized among the Most Admired Companies by FORTUNE and the World's Most Ethical Companies by the Ethisphere Institute.

### Challenge

In 2009, the food and hospitality service leader determined that providing service desk and desktop support to employees was not a core business. In addition to experiencing painful internal service desk wait times of more than 45 minutes, the company also recognized the impacts of its costly internal service model. Tendering an RFP, the organization sought an outsourcing solution with significant cost savings and improved performance levels.

The company noted that CompuCom® was the only RFP respondent to take the time to read and fully address its questions, and to answer in a customized manner — in contrast to other respondents who had seemingly dropped in boilerplate information. CompuCom also showed significant understanding of their business and demonstrated flexibility, an important factor in awarding the original contract.

### Solution

CompuCom was awarded the contract in 2009, then again received a vote of confidence upon contract renewal in 2013. The organization had faith in their partnership with CompuCom based on consistent delivery of services and delivery on promises. Serving 40,000 end users, today CompuCom provides Level 1 service desk out of our Mexico City facility. Additionally, CompuCom provides on-site support at five U.S. locations, servicing approximately 17,000 desktops, laptops and mobile devices.

Both service desk and Workplace Services support are provided company-wide for all U.S. locations. CompuCom delivers some service desk capabilities and limited remote support in Canada. CompuCom also manages PC replacement, procurement, application installation and data migration services at 55,000 locations in the U.S. In addition, CompuCom provides Level 2 support to 150,000 users of the company's time clock application. For the uniform business unit specifically, CompuCom provides network services for 5,000 devices. Recently, CompuCom consolidated service desk support, and delivers training for the client's internal staff.

### Outcome

Today, the service desk averages 17,000 calls per month and has reduced time-to-answer from approximately 25 minutes to less than 60 seconds for 90 percent of calls. The CompuCom team reduced average service desk call time by 35 percent. Now that the relationship has matured, CompuCom is introducing new capabilities that offer additional improvements. For example, CompuCom accelerated new employee equipment delivery from five days after the employee began working to start date. For system replacements, CompuCom now completes replacements and depots within 24 hours versus five business days.

#### Services Delivered

- Workplace Services
- Customer Care
- Network Services

#### Measurable Results

- Reduced service desk time-to-answer from 25 minutes to <60 seconds for 90% of calls
- Performance improvements reduced average service desk call time by 35%
- Accelerated equipment delivery for new employees from 5 days to start date
- Completed system replacements and depots within 24 hours versus five business days
- Transaction cost reduction
- Reduced IT costs

To learn more, visit us at [www.compucom.com](http://www.compucom.com)