

IT Infrastructure Services

- Onsite Desktop Support
- Staffing
- Install, Move, Add and Change
- Logistics and Procurement
- Asset Recovery
- Integrated Remote Desktop Support and Service Desk
- Windows 7 integration

Results

By deploying a more holistic approach to its IT infrastructure support, the Client benefitted from significant cost and productivity savings and innovative process improvement.

- Over \$13 million in savings from improved desktop support, staffing, service desk operations, procurement and logistics, and field network support
- \$200,000 in savings due to improved order, installation and asset recovery processes, including elimination of late lease return penalties
- Reduction in Order to Install time by 60%
- Reduction in On-site PC install time by 33%
- Established SLA annual innovation and continuous improvement goals over five years

Client Profile

The Client is part of a diversified pharmaceutical and manufacturing company headquartered in the northeastern United States. It supports approximately 20,000 end-users across 35 locations in the U.S. and Canada. The Client has worked with Pomeroy continuously since 2005, beginning with its North American onsite desktop support, and subsequently expanding the relationship to include procurement and logistics services, outsourced desktop and service desk as well as large scale Windows 7 integration and other projects.

The Challenge

The Client was evaluating alternatives to its North American onsite desktop support operations currently provided by a third party, and to its OEM hardware and software procurement.

- Desktop support was based upon a dedicated resource allocation model resulting in inefficient staffing levels at various sites and higher costs.
- New technology and process improvements were not being aggressively identified and deployed to improve productivity and reduce costs.

While it acquired hardware, software and peripherals through a direct OEM relationship, the Client was not satisfied with certain aspects of the relationship.

- When facing periodic product supply constraints, OEM could offer few product alternatives, causing delivery and installation delays and impacting end-user productivity.
- The Client was exposed to significant risk of recurring equipment late lease penalties when asset recovery was not managed in a timely manner.
- Despite a basic cost advantage of the direct OEM relationship, manufacturer was ill-equipped to respond to requests for individualized product configuration by client sites, business units and end-user groups.

The Solution

Throughout the initial client engagement and each subsequent contract renewal, significant cost, process and productivity improvement opportunities were identified in the areas of onsite desktop support, onsite service desk, procurement and logistics, asset recovery and field service support.

- To address inefficient onsite desktop staffing, an SLA-based, shared cost, flexible staffing model was proposed to meet the needs of each site and reduce costs.
- Outsourcing the service desk and integrating desktop support would result in significant cost and productivity improvements. An alternative option would keep the outsourced service desk onsite.
- Curtailing the OEM relationship would leverage Pomeroy's broad capabilities to provide the full range of procurement and logistics: account management, sourcing, receiving, staging and configuration, asset tagging, field installation support and asset recovery.
- Vendor neutrality would insulate the Client from single source constraints and lengthy back-order impacts, enabling rapid sourcing of viable, cost-effective products. Stocking adequate client inventories would enable nimble response to fast-turn situations.
- Establishing SLA-based innovation goals over five years would drive year over year process and cost improvement.

The Results

Cost Savings

- Over \$9 million (\leq \$2 million/year over five years) via improved desktop resource allocation, SLA performance standards, and procurement of more cost-effective product alternatives.
- \$4 million over five years as part of a contract renewal by outsourcing and integrating desktop and service desk support combined with field network support.
- Over \$200,000 by streamlining order, configuration, field installation and asset recovery processes.

Productivity Improvement Average Order-to-Install time was reduced to 4 days from 10 days, and onsite PC installation time was reduced by 33% through improved pre-configuration and field service scheduling.

Risk Management Alleviating product delivery lag times by sourcing viable alternatives improved asset recovery and eliminated late lease return penalties.

Innovation Implementation of an annual technology plan drove innovation, improved processes and year over year operating cost improvement, and featured a shared-cost savings model.

Customer Support Products were configured to meet the needs of individual sites, business units and end-users, and the end-user experience improved by shipping their entire order in a single box.

The Value

Vendor selection criteria assigned high value to the breadth and reliability of Pomeroy's managed services offerings, demonstrated procurement and logistics capabilities, 170,000 sq. ft. Logistics Center and state of the art Global Service Center, quality of senior leadership and strong financial position.

Client "must haves" included Gartner industry recognition, regional top tier referrals, and a track record of developing creative IT solutions for clients with measurable business value.*