

SUCCESS STORY >

INDUSTRIAL GOVERNMENT CONTRACTOR

THE RESULTS >

This manufacturer of ships for the U.S. Navy and U.S. Coast Guard needed in-depth support for its campus, large-scale operations and executive offices. Priorities included IT asset management, comprehensive deskside program and transformational services such as IT projects, mobility engineering and VIP Support. The result was a top-down peer-to-peer engagement with senior executive sponsorship.

- **Successful transition completed one month in advance**
- Improved customer depot with a more efficient, spacious and effective environment
- **Customer satisfaction rating of over 90%**
- Hybrid end point refresh & post refresh support and break-fix services
- Intense focus on the end user experience, ensuring minimal work disruption
- Streamlined break-fix process ensuring immediate return to service
- Optimized end point tracking

CLIENT PROFILE >

- Builds and maintains vessels for the U.S. Navy and Coast Guard
- Provides after-market services for military ships around the globe
- 37,000 Employees across the U.S.

CHALLENGE >

- Challenging, dynamic campus, operations and executive offices
- Comprehensive Deskside Program – Support, Break-Fix and Remote Dispatch
- IT Asset Management (ITAM) & IMACD
- Imaging, PC Staging, Product Delivery & Training
- Transformational Services: IT Projects, Mobility, Engineering, VIP Support

SOLUTION >

- Top down peer-to-peer engagement with senior executive sponsorship
- Dedicated, on-site support team and Service Delivery Manager
- Weekly operational reviews, monthly service performance reviews, technical road mapping sessions and quarterly business reviews
- Fostered an exceptional working relationship between our organizations and created a partnership from Executive Management to Subject matter experts alike