

## SUCCESS STORY >

### MAJOR DEFENSE CONTRACTOR

#### THE RESULTS >

*Our worldwide defense contractor delivers integrated solutions for the global communications market along with support for a wide variety of aircraft and ground systems for military, government and commercial customers. They needed an innovative Service Desk partner to improve quality-of-service and to meet regulatory requirements. Our customer facing BI platform increased their business visibility and supports 20,000+ tickets a month.*

- Consistently exceed SLA targets
- Support 23,000 users and 45,000 devices
- Support 20,000+ tickets per month
- Customer Satisfaction Surveys average 4.7 out of 5.
- **Increased business visibility through the use of the Bell Techlogix's customer facing BI platform**

#### CLIENT PROFILE >

- Delivers integrated solutions for the global communications market and provides modernization, upgrade, sustainment, and maintenance and logistics support for a wide variety of aircraft and ground systems for military, government and commercial customers
- One of the world's preferred sources for highly customized design, integration and certification of mission subsystems and interiors for VIP/Head-of-State aircraft
- Operations are in 40 states and 29 countries with headquarters in New York. Bell Techlogix supports users no matter where they are deployed

#### CHALLENGE >

- **Required a domestic, U.S.-based Service Provider to meet regulatory requirements**
- Needed an innovative Service Desk partner **to significantly improve quality of service**
- Complex requirements and bid process

#### SOLUTION >

- Implementation and management of a highly complex configuration of the **ServiceNow** Platform
- **Service Desk solution 24x7x365 support for personnel directly supporting the military, government, and commercial customers**
- Built and manages initial knowledge database for proprietary applications
- Improved overall resolution rates and SLAs