

SARCOM Break-Fix Support for Major Financial Institution

The Challenge: One of the leading global financial services firms in the world, requested assistance in reducing their costs and to improve the delivery of service internally, around their desktop, laptop and printer break fix support. Business unit costs were rising and their end user base was increasingly dissatisfied with the level of service being provided.

The Solution: The foundation of SARCOM's solution was first, to understand the client's environment, the business units being affected, assets involved in the support, geographical locations in need of improved support and the issues impacting the level of support they were receiving.

After analyzing this information, SARCOM implemented effective and efficient changes to the delivery of service.

Field Operation Guides were developed for all of the locations involved. Deploying the Field Operation Guides insured a consistent and complete service for each request.

SARCOM Branches and delivery partners across all fourteen states were given the information for each site as well as the process and procedures necessary to deliver quality service.

In the geographical locations where the call load warranted, certified, onsite technicians were placed.

All technicians have 7x24 direct access to SARCOM's call management system as well as parts ordering capabilities.

With field operating guidelines and procedures in place, SARCOM began daily reporting on each service request received. Daily reports are disseminated to the appropriate client employees

The Challenge: Provide cost effective desktop, laptop and printer break fix support across multiple states.

The Solution: SARCOM provides efficient, cost effective onsite break fix solution in all geographical locations

The Results: Customer realizes measurable support cost savings through daily SLA management and reporting

as well as SARCOM engineers and management.

With a consistent and measurable delivery process in place, the end user experience improved.

With the foundation in place, other important aspects of the service delivery were inspected.

Parts inventory is strategically placed in the client environment to be available for technicians. The inventory is managed by SARCOM and it is reviewed and reported on weekly as to use and necessary changes so it will remain as effective as possible based on current failures.

Bi-weekly conference calls help to disseminate information as well as to draw attention to areas of our service where improvements can be made by both SARCOM and the client.

SARCOM produces monthly reports that contain information which the client and SARCOM find valuable to enable us to continue to improve.

Service Level Agreements are reported monthly but monitored and managed daily to insure compliance.

The Results: While the foundation of our service being provided to the client has remained the same, SARCOM's flexibility in response to client needs and requests enables SARCOM to respond quickly, effectively and efficiently. Daily and hourly monitoring and management of the account positions SARCOM to make recommendations to the client based on immediate changes in asset failures, parts usage, part stocking changes and specific end user outage situations. Because of the partnership which has formed, SARCOM can proactively make repair/replace recommendations based on proposed repair costs exceeding asset value.

As a result of SARCOM's solution, end user satisfaction has increased, loss of productivity has decreased and the cost associated with the break-fix support in our client's environment continues to decrease as well.