

Business Scenario - Managed Services



Customer

Professional Services Firm

Project

Realign internal IT to focus on customer facing projects. Manage internal applications and IT projects. Improve internal IT customer service.

End User

Company Executives
Internal Staff

Scenario

A rapidly growing professional services firm with 140 employees composed of FTEs and contractors. The primary function of the business is to provide professional services to government clients. Despite having over 100 staff, all internal IT requests, projects and vendor management flowed through the CTO.

With this workflow, the CTO spent the majority of his time on internal IT and not enough time on revenue generating activities which made up more than half of his responsibilities. This caused unintended internal frustrations and negatively impacted client projects.

Solution

- Deployed a service desk solution to collect and analyze IT requests and implemented a managed services plan with SLAs based on the severity of the request. This eliminated direct requests to the CTO and provided weekly management reports on the types of requests received.
- Rolled out an internal knowledge base (KB) to provide a repository of answers to simple how-to questions which reduced unproductive email traffic to the CTO.
- Provided direct support to end users as the internal IT provider which allowed the CTO to become more productive and focus on customer facing strategic projects.
- Saved the company thousands of dollars by eliminating the need to hire new IT staff.