CASE STUDY

Federal Systems Integrator

A service provider met its commitment for worldwide high-security technicians while improving customer satisfaction and meeting needs around the world.

DecisionOne Solutions:
• AssetONE™
• ServiceONE
• WorkplaceONE

The Bottom Line

A large service provider won a contract to provide infrastructure support for a US federal agency, and tapped into the DecisionOne technician network to meet requirements for technicians with top-secret clearance, global distribution, and a broad range of technical skills.

Challenge

A major service provider secured a contract to provide infrastructure support for a US federal agency—but the service provider’s technicians did not yet have top-secret clearance for the agency’s sensitive locations.

The provider began the process of securing clearance for its technicians but, in the meantime, it needed a way to meet the needs for desktop and peripheral support.

The provider needed to overcome:

• **insufficient clearance** for technicians to maintain top-secret locations.
• **global needs** for support at locations around the world, including the agency’s headquarters and field offices.
• **demanding skill requirements** that included everything from asset installation, moves, adds, and changes (IMACs), to inventory, recording, tracking, data migration, and maintenance.
Solution

The provider teamed with DecisionOne and conducted an equipment inventory of more than 225 offices worldwide.

Then, the provider assumed responsibilities for the agency’s asset maintenance and repair. But it became clear that the agency’s service ticket volume was outpacing the provider’s capacity, so the provider again called upon DecisionOne to provide asset inventory, technical and help desk services, a customized warranty management solution, parts distribution, and other services.

DecisionOne provided:

- top-secret clearance
- global distribution
- skills to support the initial needs as well as a customized warranty management solution, parts distribution, and other services

Results

With DecisionOne services, the provider was able to support the agency and deliver:

- 90% customer satisfaction versus 78% for the industry standard
- 30% faster response time than the industry standard, responding in 48 seconds on average
- 5,500+ new systems ahead of schedule and under budget, deployed nationwide in a complete technology refresh
- 94% technology support services rating
“When we sought outsourced technology support, we needed a partner with comprehensive geographic coverage and qualified, government-secured personnel in place. DecisionOne had the full package, and the ability to engage in the full lifecycle of technology services required for this contract.”
—Service provider representative

About DecisionOne
DecisionOne is the largest independent provider of IT infrastructure services.

DecisionOne and our sister company Maintech are part of the Oak Lane Partners family of companies. Together, we offer a wide range of services that make us the go-to partner for hundreds of companies worldwide. Our clients range from small businesses to some of the largest global enterprises.

Founded in 1958, DecisionOne now provides a comprehensive portfolio of services with technicians and spare parts ready at deployment points around the world. DecisionOne has the largest W-2 workforce of any independent IT services provider, providing customized solutions for a diverse range of industries anywhere, anytime.