



IT Asset Lifecycle

End user IT support and
asset management

The Client

The client is a leading global automotive manufacturers in the world with North American headquarters.

The Challenges

In order to ensure consistently high-levels of end customer satisfaction while reducing overall costs, the client chose to outsource end-user IT support to overcome following challenges:

- Achieve high levels of customer satisfaction across all U.S., Canada and Mexico sites
- To meet stringent end-user support SLA and quality metrics
- Improvements and implement ITSM based processes, tools and solution offerings
- Reduction in overall IT operational costs

Key Highlights

- Provide Onsite support for 2500+ end user devices in 20 customer sites spread across US, Canada and Mexico.
- Deployment of Automated RDMS Framework reduced IT spends considerably.
- Increased end user satisfaction
- Ensured compliance - Enforced security - Eliminated risk.
- Eliminated redundant administrative tasks and increase management efficiency.

The Solution

With our expertise in delivering innovative solutions to client across the nation, Allied Digital engaged our experienced consultants to jointly craft an integrated service solution with the client. We performed a gap analysis of their current business process against defined best practice objectives. Our team worked closely with the client's executive management and operations to conduct multiple workshops where we captured opportunities for improvement, including:

- Identification of existing end-user service challenges
- Defining the alignment of IT and business objectives
- Obtaining details of technology and system constraints
- Requirements for skill set, process automation and procedure definition

During the post due diligence phase, we created a repository of lessons-learned and fine tuned the project plan. We then performed a proof of concept and finalized the Go-Live Plan, after which we rolled out the following services.

Our end user services act as a single-point solution for the entire organization end user devices complemented by our state-of-the-art service. Deployment of our services provided the following:

- Service Desk support: Set-up a 24X7 service desk equipped with an intelligent CRM, IVR and BI tool. Deployment of highly experienced service desk agents and knowledge base tool which resulted in increased first call resolution.
- Remote Device Management Services (RDMS): Our best-in-class remote management and automated tools, distinctive ' cloud-enabled' infrastructure offered flexible and scalable solutions. We automated numerous existing desktop management activities after building the customer's business workflow and SOP's into our remote desktop management tool. This resulted in a high stability end-user device environment which directly translated into higher levels of consistent customer satisfaction across the board. Included in the RDMS suite is the capability to provide proactive support activities and robust management reporting in the following areas:
 - Device Discovery
 - Device Inventory
 - Security Patch Management
 - Software Distribution
 - Monitored Alerts
 - Power Management
 - Software License Monitoring
- Lifecycle Management: Supporting over 20 customer sites, Allied Digital provides onsite support for the customer's IT infrastructure and for over 1,200 end-users located in the U.S., Canada and Mexico. We provide end to end maintenance support for over 2,500 devices; including desktops, printers, audio-visual devices, phones, and mobile devices. We provide dedicated onsite technical expertise and management, as well as, on-demand technical skill sets at remote sites. We also provide the necessary project management and technical support to quickly and cost-effectively implement IMAC's and special projects.

The Benefits

- Ensured compliance - Enforced security - Eliminated risk.
- Eliminate redundant administrative tasks and increase management efficiency.
- Substantial reduction in IT Spend by deploying an automated RDMS framework and integrated business process.
- Increased integration and collaboration among systems and process has enabled better execution of end-to-end operational processes and increased levels of end-user customer satisfaction.
- Real-time SLA tracking metrics and executive dashboard reports have allowed our customers' management team higher levels of strategic analysis and provided them with the ability to respond to changes quicker.
- Improved productivity and a reduction in the overall support cost.

For more information : Email Us : itaas@allieddigital.net | Visit Us : www.allieddigital.net

@2011 Allied Digital Services LLC, USA. Allied Digital believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Allied Digital acknowledges the products, brands and trademarks mentioned in this document are the properties of their respective organizations.