



Success Story: IT Support

Summary:

TerpSys managed a federal agency's desktop and networked systems for its more than 5,000 end-users.

Client: National Institutes of Health

The nation's primary federal agency for conducting and supporting medical research.

Objectives:

- Provide a single point of contact for IT Support
- Implement standard operating procedures for resolving systems issues
- Serve as single centralized support



Challenge

The Department of Health and Human Services, National Institutes of Health (NIH), required a single vendor solution to manage the desktop and networked systems for its more than 5,000 end-users.

NIH ran hundreds of applications on multiple PC, Macintosh and Unix-based systems. They sought a flexible solution to handle this heterogeneous environment, while providing one single point of contact. This vendor also needed standard procedures for resolving systems issues, to ensure consistency among the agency's extensive systems and applications.

Solution

First, our team developed an understanding of NIH users' needs and their environment. They then integrated previously fragmented support for all desktop and networked systems by providing a centralized network center as the single point of contact for all users.

By achieving this goal, our team accomplished the following:

- Consolidated multiple support contracts into one centralized support center
- Established a single point of contact, giving end-users one phone number and one e-mail address for support
- Developed standard operating procedures to ensure consistency across all levels of support
- Communicated IT support and procedures to educate end-users on the most effective method of resolving technical issues
- Created 24/7 support policies and procedures
- Provided a staff of appropriately trained and experienced professionals for the highest level of customer service

Results

- Successfully provided Network Center Operations support to a continuously growing organization
- Exceeded standards for responding to and resolving customer requests, with a 98% resolution rate for resolving these requests on the first attempt
- Grew standard Call Center functions to include more specialized services, including support of scientific equipment and proprietary applications