



## Leading Technology Provider Delivers Seamless Managed Services to its European Clients

Allied provides managed services solutions across the UK and delivers the resources and capabilities required to build and manage an agile and cost-effective, desktop & PC support environment.

*"The Allied Worldwide team showed remarkable progress within the first month of engagement. This program is one of the best implementations that I have seen"*

**Team Lead**

Leading Technology Provider

**CLIENT**

Leading Technology Provider

**CHALLENGE**

To provide an efficient and cost-effective Desktop & PC support

**SOLUTION**

Desktop & PC Build Support

**RESULT**

Higher levels of engagement and cost savings

### About our Client

One of the top 3 technology companies in the world. It is the largest global supplier of printing solutions and the 2nd largest global manufacturer of laptops.

### The Scenario

After acquiring a large hardware company, the client has had continued success in winning Global Service Contracts for its Managed Services.

Despite notable success there were issues with the client's internal support. This function was being performed by contractors with frequent changes and with virtually no documentation. The client had deployed expensive independent contractors for desktop support at multiple locations. These resources needed onsite management. Full managerial resource was stationed at each support location irrespective of the size of the operation. The escalated costs of expensive desk side support staff and managerial resources added to issues with a diffused focus on the key support operation – Desktop & PC Builds. The deliverables were suffering with missed deadlines and unmet SLAs, leading to user dissatisfaction.

### Business Challenge

To provide a far more efficient and cost-effective Desktop and PC Build Support Service, not only to its internal users, but also for its global customer accounts. In addition the client needed to reduce their exposure to long-term contracts, whilst increasing customer satisfaction levels.

### The Solution

The relationship with Allied Worldwide started with a transition of processes and procedures. A formal documented process, with document control and audit was put in place. New reports were added to the Remedy System to measure the operational efficiency and Key SLAs.



**Allied Worldwide** experience of managing high level and strategic technical strategies made it the client's partner of choice. Allied Worldwide constructed a blend of IT services spanning Strategy, Integration, Project Management and Delivery, specifically designed to provide support to organisations across every facet of their business needs.

**Allied Worldwide** is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.

The Allied Worldwide team implemented and now manages the IT helpdesk services under a comprehensive managed services program. This team is instrumental in maintaining high levels of support and ensuring customer satisfaction. The Allied team uses the Remedy based Virtual Helpdesk for service delivery and meets aggressive SLAs on service requests ranging from Operating Systems to Applications. By doing so, the client is able to make the most efficient use of the resources, whilst also reducing managerial and administrative costs.

The Allied team now delivers Desk side & PC Build support services throughout the UK & Ireland across multiple sites.

Our service also gives the client the flexibility and efficiency required to manage the resources within the agreed service levels. We also provide additional resources on an on-demand basis, to minimise their exposure to long-term contracts.

### The Result

Allied has delivered consistent results as per expectations and has further assisted the client in the following areas:

- As a trusted partner Allied has grown its offering and generated new areas of engagement, going beyond the initial statement of work, leading to significant cost savings.
- The Allied team has become the first point of contact for project rollouts.
- Against a set target of 90% SLA achievement, Allied has consistently delivered more than 93% SLA achievement for Response and Resolution.
- We have exceeded the client's target satisfaction index by a healthy 14% and we continually strive to go even further beyond our minimum obligations.
- Based on our continued competency and success, Allied are also being asked to participate in global projects and strategic initiatives.

By selecting Allied, our client is now able to focus on their core competencies, relying on us to deliver their managed services. The Allied team is a trusted partner and now forms an integral part of the client's IS strategy and operations.

### Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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