

CASE STUDY

Mid-Market Manufacturing Company

CLIENT PROFILE: Designs, manufactures, and markets power electronics, power motion and power protection equipment used in a variety of aerospace, computer, datacom, industrial, medical, telecom, transportation, and utility equipment applications.

BUSINESS NEED: Customer lacked the capability and capacity to take-on enterprise wide IT initiatives in a decentralized business model. Company did not possess corporate IT personnel but still faced challenges to deliver enterprise solutions that required a strong technical foundation and operation.

OUR SOLUTION: Provide strategic technology plan, technology management, implementation and support services to ensure enterprise IT initiatives are aligned with business units and providing the necessary services to enhance their business operations.

Assess the technology requirements based on the business requirements, develop an appropriate technology services plan and provide the ongoing management and technical support to ensure a strong technology-focused service orientation.

Management Support

- Develop a Strategic Services Plan to identify the necessary service to support the business.
- Provide ongoing technology management services to ensure the appropriate deployment and use of technology.
- Provide periodic performance reporting to Customer's executive staff

Technology Support

- Implemented enterprise-wide mail and calendaring solution based on Lotus Domino/Notes technologies to all domestic and international locations.
- Established enterprise wide data network to support standard internal and external email and calendaring platform.
- Standardized the data infrastructure by using common Internet firewalls, site-to-site VPN capabilities and remote user access technologies. Made digital communication in their enterprise seamless to the end user.
- Provide remote monitoring of critical systems to ensure services are operating at maximum level of performance.
- Outsource of daily administration tasks to allow Customer staff to focus on more value-added tasks.
- Provide ongoing senior-level support for Lotus Domino management and administration.

OUR IMPACT: Customer's enterprise technology environment supports their business at about 65% of the cost of the prior decentralized model. Major technology initiatives have been accomplished with no disruptions to the business while leading to noticeable improvements in the overall service quality.