



## Case Study

Innovative Fortune 100 specialty retailer received customized state-of-the-art services to manage vendor coordination and reporting activities

**Client:**

A Leading Specialty Retailer of Technology and Entertainment Products and Services

**Industry:**

Retail

**Service Offering:**

**Component Services**

- Support Services
- Consolidated Services Desk



**The Situation:** A leading specialty retailer of technology and entertainment products and services sought a partner to provide telecommunications support and management services to its retail locations. The client, an innovative Fortune 100 company with more than 830 retail stores across the United States and Canada, prides itself in each store connecting consumers with products that make life easier and more enjoyable, including electronics, home-office products, entertainment software, and appliances.

**The Challenge:** With a large number of retail centers, warehouses, and district offices in the United States, and a business model of staying on top of the latest technology, the client often found itself technologically pulled in different directions. The client needed a consistent and documented way to manage multiple vendors and retail store service requests so that its technical teams could be free to focus on more strategic business challenges. Outsourcing the daily telecom and infrastructure support requests to a single company would provide continuity, round-the-clock coverage, and response and resolution reporting for managing vendor contracts and service level agreements. The client sent out an RFP to its five key vendors – major companies with solid reputations in outsourcing.

**The Response:** As a premier technology staffing and services company, TEKsystems'® flexibility and capacity to adapt its outsourcing program to specifically fit the client's needs immediately caught the client's eye. After months of consultation to develop a custom outsourcing service, TEKsystems began its support of the client's locations via TEKsystems' state-of-the-art Enterprise Support Center (ESC) in 2001. The ESC, housed in Baltimore, Maryland, is a single point-of-contact IT helpdesk hotline that provides round-the-clock support and is available by phone or email. It improves a client's employee satisfaction with problem escalation, notification, and resolution by using proven processes and procedures, including remote access and diagnostic tools. TEKsystems formed teams of highly trained analysts to manage the client's helpdesk calls and vendor activity, and created a method for consolidating multiple



vendor invoices into a single statement to reflect all activity. In addition to fielding over 1,000 client calls per month, TEKsystems provides support for the client's telephony platform, communications room equipment, and cabling infrastructure. TEKsystems also coordinates moves, adds, and changes for the client's retail and non-retail locations across the United States.

**The Result:** TEKsystems was able to craft a customized outsourcing service for the client to directly meet its unique needs and requirements. By concentrating efforts on increased vendor accountability, TEKsystems' assistance helped improve vendor response and resolution times and reduced the number of problems for the client's on-call IT teams. Improving vendor response and resolution times provided a tremendous value to the client's retail stores, for it minimized the "down time" during retail store hours. TEKsystems' vendor coordination and reporting has enabled the client's management teams to effectively manage complex vendor contracts and maintenance agreements. A dedicated TEKsystems Account Manager reviews monthly metrics and trends with the client, as well as vendor response and resolution times, to help develop and implement continuous improvement plans.

**The Technology:** TEKsystems' in-depth technical expertise and world-class management services utilize a customized version of Remedy helpdesk tool to manage all customer and vendor interactions. All support interactions are logged, managed, analyzed, and reported to the client.