

State Government Client

Industry

State Transportation Agency

Challenge

A state transportation agency sought a vendor partner to provide a thorough and comprehensive maintenance program for desktops, laptops, printers, and peripherals. The agency required very aggressive restoration times for its equipment in order to promote its mission of providing security, safety, and service through the administration of motor vehicle and tax-related laws for its install base of more than 2000 users. The requirements included providing hardware maintenance support to a very diverse multi-vendor, multi product environment across nearly 90 locations statewide to insure maximum availability and minimal user workflow interruptions. Depending on the severity, the agency's Service Level Agreements (SLA) range from a minimum of 4-hour restoration time to a maximum of 12-hours. The requirements also included comprehensive equipment and software audits for the agency's total equipment population.

Solution

Upon award, NTS worked quickly to form a 15 member technical team for the audits and discovery phases of the engagement. NTS completed the audit within a two-week period, performing most of the work after principal operating hours. Our team utilized discovery tools for the majority of the phase, recording some of the information manually and reported to the agency on the approximately 4000 devices throughout the state. This audit is the foundation of the agency's asset database in use today.

NTS formed its maintenance team from key members used in the discovery phase. These individuals, in addition to having their certifications aligned with the agency's requirements, provided a key link in the transition phase. NTS team members had formed good, working relationships with key members of the agency's support teams and had established unique knowledge of agency facilities across their districts.

NTS strategically placed spare parts and loner units across the six districts to insure maximum uptime, minimal user interruptions, technician productivity, and service level compliance. NTS worked with agency representatives to report milestone and daily activity updates during and after the transition.

Benefits

The agency and NTS meet monthly to discuss contract performance and SLA compliance. The contracted SLA objective is 90% adherence for all Level I and II service requests. The agency has the benefit of receiving an average SLA compliance score of 98.7% monthly.

Because of high customer satisfaction and our geographical reach, the agency approached NTS to implement similar process improvements to maintain its LAN/Unix printer install base. These printers are highly visible and important to the agency's mission as vehicle title and registration documentation are produced with this equipment. Maintenance services were deteriorating and

out-of-scope charges were exceedingly high. NTS was able to add a simple modification to the existing contract to provide incremental and very cost effective services for the printer base. The compliance statistics noted above include this portion of the contract performance.

The agency has been able to leverage our vendor authorizations by utilizing NTS to perform warranty repairs on their equipment consisting of Dell, HP and Lexmark products. This frees their staff to concentrate on their specific lines of business without the need to re-dispatch a call to the vendor directly or maneuver manufacturer technical support.

Out of scope charges have been greatly decreased due to our creative approach, our flexibility and our local decision making authority.