

# White Paper: Fairbanks Morse

## Client Profile

Fairbanks Morse (FM) was founded in 1893 and has been creating innovative power solutions for over 125 years. FM has been developing engines, power systems and microgrids since the 1800s. In 1893, they were the first company to successfully market gasoline engines.

FM is a portfolio company of Arcline Investment Management, which is a private equity firm that invests in niche, market-leading companies in industrials, technology, life sciences and specialty chemicals. FM also owns Breco International Inc., a diesel engine parts and service company headquartered in Houston, Texas.

Before becoming a client of DYOPATH, FM was using a combination of their former parent company's (EnPro) IT resources and tools, a small staff of internal onsite resources and third-party vendors for their IT support. Having a small IT staff caused issues with tracking and metrics, the length of time for issue resolution, a lack of continuous improvement within IT and a lack of resources to sufficiently support the IT environment.

FM was purchased by a private equity firm, which allowed FM to consider other IT support models including transitioning to an MSP like DYOPATH.



### FAIRBANKS MORSE

- Founded In 1893
- Revenus Size: \$300 Million
- 550 Employees
- Services/Products/Offerings: Develops critical power systems and solutions for Marine Power, Power Generation and Oil & Gas

CHALLENGE	SOLUTION	BENEFITS
Issue with tracking and metrics.	The support data is collected and reviewed. Trends are identified and adjustments are made quickly.	This allows FM to take advantage of continuous improvement opportunities.
Length of time for issue resolution was taking too long.	FM was able to absorb the increased number of IT support tickets due to the transition to a new IT environment with new systems and infrastructure through DYOPATH.	Ticket volume is trending down and CSAT, relative to the end user base, is trending up.
Not enough IT resources on hand to respond to issues.	Dedicated onsite desk side support resources.	The number of tactical tickets being addressed by the internal FM team is down significantly, allowing the team to focus on more strategic initiatives (e.g. passing a DOD CMMC audit).

Being purchased by private equity allowed Fairbanks to consider other IT support models including transitioning to an MSP like DYOPATH.

## Summary

FM chose DYOPATH for their IT support for a number of reasons. One of the top reasons is because DYOPATH has experience with “carve out”/divestiture projects.

FM is a Department of Defense contractor and needed to implement advanced security solutions which DYOPATH was able to provide with advanced cybersecurity capabilities.

Another reason DYOPATH was chosen was because of their ITIL aligned support. ITIL (Information Technology Infrastructure Library) is a set of best practices processes for delivering IT services. This ensures technology remains relevant to the business.

A flexible outsourcing model is another reason for FM’s decision. DYOPATH can scale the IT support as additional acquisitions are made.

DYOPATH could offer a combination of shared and dedicated services, as well as remote and onsite support staff. This was a major reason in the decision to choose DYOPATH. With an initial lack of IT resources, this helped solve many resource issues, which led to an improvement within IT overall.

The transition from FM’s parent company to their own IT environment went relatively well and support has been good.

Fairbanks Morse is pleased with their selection to outsource IT support to DYOPATH.

DYOPATH has been able to provide Program Management, remote service desk, remote monitoring and management, cloud consulting, cybersecurity support and onsite desk side support resources.

The transition to outsourcing IT support started in March 2020, at the onset of the COVID-19 Pandemic. Although transition to a new IT

environment and new service provider during a pandemic presented unique challenges, the transition occurred on-time, within budget and with very little disruption to business operations.

## Success for Fairbanks Morse leads to:

Reliability within their IT infrastructure. The number of problem tickets being addressed is down significantly, allowing the IT team to handle more strategic initiatives, such as passing a DOD CMMC audit.

FM is pleased with their selection to outsource IT support to DYOPATH. It has allowed FM to successfully migrate from their former parent company, stabilize the new environment and focus on enhancements relative to network, systems, and end users.

Having an IT Outsourcing program dedicated to FM’s needs has increased CSAT scores relative to the end user base.

Also, FM knows that they can count on DYOPATH for support on a wide range of technologies (security, cloud, collaboration, etc.) that needed to be deployed to meet business requirements.

Lastly, the support cost model is less overall as it is outsourced versus having to hire a range of internal dedicated resources to support each of the functional areas.



## Future Plans

FM plans to continue to use DYOPATH for ongoing support and project based work as they expand via their merger and acquisition strategy.

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