

CASE STUDY

DYOPATH Transforms and Automates Leading Electric Utility's IT Infrastructure and Service Delivery Functions



CLIENT PROFILE

El Paso Electric (EPE) is a regional electric utility providing generation, transmission and distribution service to approximately 450,000 retail and wholesale customers in a 10,000 square mile area of the Rio Grande valley in west Texas and southern New Mexico. Its service territory extends from Hatch, New Mexico to Van Horn, Texas.

- El Paso, TX
- Founded: 1901
- 1,100 Employees
- 450,000 Customers



CHALLENGE

EPE was experiencing challenges with their internal IT support function and desired to improve service levels being provided to the business unit end users.

EPE also owned an outdated, legacy infrastructure and application environment and required a comprehensive assessment to identify areas to rightsize and automate.





"DYOPATH'S presence and support for the utility have been invaluable. A leader in driving technology to provide the most optimal experience an employee can have. We have truly taken our services to another level."

-CFO, El Paso Electric

SOLUTION PROCESS

DYOPATH leveraged their Strategic Information Systems Plan (SISP) methodology to perform a comprehensive examination and assessment of EPE's business and IT processes, application architecture, infrastructure architecture, security controls and service delivery support model. The outcome deliverable from this process was a documented GAP analysis comparing existing infrastructures, applications, security controls, and service delivery processes to optimized and automated ITIL industry best practices.

DYOPATH was then engaged to implement agreed to recommendations over a six month period.

EPE then competitively bid out the support function and DYOPATH was awarded a 5 year contract that moved to an IT outsourced support model.

BOTTOM-LINE SUCCESS

DYOPATH provides outsourced service desk, infrastructure monitoring, security monitoring, application development, desktop support, program and project management. Within six months of contract award, first call resolution (FCR) improved from 45% to 82% and customer satisfaction improved from 1.5 to 4.2 on a 5.0 scale.

EPE was also able to reduce their application licensing fees by over \$5M per year as a result of an optimized application architecture.

IT resource support costs were reduced by 18% as a result of an optimized and standardized network and application architecture.

ABOUT DYOPATH

DYOPATH is a trusted partner that has helped the electric utility with its technology adoption and expansion with services ranging from solar power, to automated meter reading.

AT A GLANCE

- Total of 48 individuals comprised of a site manager, four technical leads, four network / systems engineers, three security engineers, five application analysts, 25 service desk engineers, and six desktop engineers engaged at EPE.
- DYOPATH handles over 1200 service desk calls per month and 400 field service tickets and workorders per month with over 95% of tickets closed within SLA.



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