DYOPATH

CASE STUDY

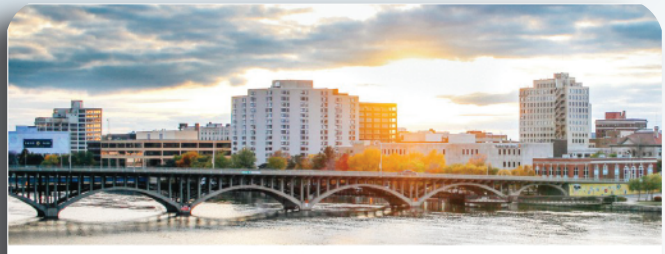
DYOPATH Reduces Service Times and Lowers Operational Costs for City Government IT Department

THE CITY OF ROCKFORD ILLINOIS, USA

CLIENT PROFILE

The City of Rockford is comprised of more than 1,000 employees across more than 30 buildings. Their team is dedicated to making Rockford a wonderful place to work, live, visit, raise a family or grow a business.

- Rockford, IL
- Founded: 1834
- 1,001 - 5,000 Employees



CHALLENGE

The government IT department for a city of over 150,000 residents was facing a variety of issues. From service management to hardware efficiency, they were eager to reduce operating costs while improving IT support by hiring DYOPATH.

Prior to DYOPATH, the city government's IT department was managed by the finance department, which did not have a thorough understanding of IT operating standards. Furthermore, most of the IT departments hardware was over ten years old, unable to efficiently process modern IT service requests. The additional lack of a central help desk to process requests meant city employees would directly contact other staff members they personally knew for assistance. This created delays when a particular staff member was unavailable.

Another significant IT cost involved the city government's on-call contract with an on-site IT technician. This created extensive delays when the technican needed to travel to city government offices for any on-site service requests. Meanwhile, the number of service calls meant the on-call contract became more expensive than a dedicated service model.



SOLUTION PROCESS

DYOPATH provided dedicated support technicians and worked alongside the site manager to develop a functional IT support group entirely separate from the city's financial department. This updated infrastructure was supplemented by new hardware, with DYOPATH recomending industry best hardware solutions as well as resources capable of meeting the IT department's demands. DYOPATH also assisted in establishing a central service desk. Employees service requests were processed through the help desk and directed to the relevant technician for resolution.

All DYOPATH technicians that support the cities IT needs work on-site under one master services contract. And to add to the efficiency of the IT service support process, DYOPATH worked with the exisiting Rockford team to develop a set of service level aggreements which govern the resolution process. These agreements hold the DYOPATH Service Desk to hours of operation, expected response time, customer satisfaction and first-contact resolution standards.

BOTTOM-LINE SUCCESS

Each DYOPATH Service Desk site was designed to distribute work across any or all other sites. This ensured end users were not restricted to the nearest data centers resources and could instead quicky draw from the collective knowledge base of other DYOPATH technicans and IT support resources. Meanwhile, the upgraded hardware allowed technicans to complete tasks at a more efficient rate, while the streamlined service desk ensured service requests were not lost or delayed. Deskside services ensure on-site support for service requests that could not be solved remotely.

Lower operational costs were also a significant result of the DYOPATH service desk. The on-site contract eliminated the expenses of bringing in an on-site IT service contractor, and setting the IT department as a seperate entity of the City government, allowed for more accurate fiscal planning.

The software DYOPATH supports has great impact on the city and technology. Among the software DYOPATH supports, one of them is Tyler Munis, a software application used in the city government.

In addition to Tyler Munis, DYOPATH also provides support for GIS, a software to manage hotspots within the city to send a needed police presence.

Outside of the software, DYOPATH supports the City of Rockford's police and fire departments. All of the body cameras the officers wear and technology used by the fire department are managed by DYOPATH.

"We built our trust [with them] and established a relationship with DYOPATH that was more than just a service provider. I think the relationship that we built within the IT department was a big part of why we grew."

–Site Manager, City Government IT Department

AT A GLANCE

- City government with more than 150,000 residents
- Faced an outdated infrastructure, ineffective hardware and inefficient support methods
- DYOPATH implemented a service desk including on-site resources, dedicated site management, and new hardware
- Resulted in reduced service times, lower operational costs, increased productivity, and more accurate fiscal planning and cost control with Managed Services with on-demand project support