

CASE STUDY

DYOPATH Delivers High Performance Metrics as Manufacturer Unifies IT for Multiple Business Units



CLIENT PROFILE

Signode is a leading transit-packaging provider with a proud tradition of offering a range of innovative and effective products and solutions to our customers globally.

- Tampa, FL
- Founded: 1993
- 5,000 - 10,000 Employees



CHALLENGE

When a company undergoes acquisition, change is inevitable; the critical issue is how well those changes are managed. In the case of one North American manufacturer, the positive changes brought about under new ownership posed a unique challenge—one that IT had sole responsibility for solving.

Shortly after its purchase, the manufacturer embarked on a new growth strategy that would further diversify and expand its already formidable category expertise. The success of this strategy depended on the company's ability to quickly unify business units from across the U.S. and Canada. Its IT staff however, had no way to quickly assess and monitor the array of infrastructure it was assuming responsibility for. Moreover, the team was tasked with providing consolidated service desk support to hundreds of workers at multiple locations.

"Our staff was stretched to the limit. The goal was to combine thousands of devices under one centralized IT function, but we simply didn't have the resources in-house to assess and service the equipment and people," said the company's chief information officer.

100%

of all identity and access management accounts (IAM) active directory account

SOLUTION PROCESS

DYOPATH offered the quick and comprehensive support needed. "Our process is very collaborative," said Frank Gerald, Senior Account Executive at DYOPATH. "We ask the right questions, listen carefully to the need, then assemble a specific, tailored solution. That's what we do."

Based on the quality and value it was receiving, the manufacturer retained its current 24/7 Service Desk Management (SDM) contract with DYOPATH for its existing and new end users. It also adopted DYOPATH'S' Infrastructure Management and Monitoring solution to monitor hardware, software, and networks across its various offices and provide 24/7 visibility. As business units were added to the network, Infrastructure Management and Monitoring was used to scan for servers and endpoint assets to give the firm a picture of its changing environment.

Another important part of the DYOPATH solution was the rollout of a custom portal available to all authorized employees. The portal not only allowed the IT department to pull up-to-date status reports, but also gave endusers a destination for remote technical support and to access the company's customized self-help knowledge base. "Our 'shift left' methodology is unique," noted Guillermo Martinez, Director, Service Delivery. "We watch for repeated requests and augment the knowledge base around those particular issues. This allows an increasing number of needs to be moved away from internal IT staff so it can focus on more challenging priorities."

BOTTOM-LINE SUCCESS

DYOPATH'S Service Desk Management and Infrastructure Management and Monitoring have provided both cost savings and improved performance to the customer. Support has been implemented in English as the global company's primary language but also the local languages (French, German, Spanish) as an additional capabilities to support the offices. Within SDM,

First Call Resolution (FCR) targets have been exceeded in 18 of the first 20 months of service, and CSAT (Customer Satisfaction Achievement) scores have averaged 88.52%. Over the last 13 months, average percentages have further increased for both FCR (89.54%) and CSAT (90.88%). On the Infrastructure Management and Monitoring side, 100% of the networks, servers, and endpoints have been successfully migrated or decommissioned to date, all within budget. "At the end of the day, [our company] is in far better shape from an IT infrastructure and IT Ops perspective than we were," stated the CIO. "We're known as one of the premier suppliers in our industry—and by partnering with DYOPATH we're able to match that success in our IT performance."

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—Chief Information Officer

RESULTS

- Service Desk Management and Infrastructure Management at 155 locations in 38 countries outsourced to DYOPATH
- Service Desk Management (SDM) and Infrastructure Management and Monitoring outsourced to DYOPATH
- First Call Resolution 13-month average increases to 89.54%
- Customer Satisfaction Achievement 13-month average increases to 90.88%
- 100% of all endpoints, servers, networks migrated/decommissioned within time and budget



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