



# Service and Support Solution Spotlight

## Corporate IT Support Services

Client: 75-Employee Investment Advisory Firm

Location: Northeast Ohio

### Business Need

A Northeast Ohio investment advisory firm was seeking a local partner to enhance their IT support services. It was crucial that the provider offer both an everyday technical service presence as well as a proactive overall approach that monitors help desk activity and continuously seeks to optimize for greater efficiency. The client also required a partner that understood the specifics of their current and future business plans and had the resources to deliver strategic technology guidance that aligned with those goals.

### Solution

MCPc had already successfully collaborated with the investment firm to implement a Cisco voice solution in 2009. And when it became clear that the organization's continued growth demanded a strategic IT support partner, the account team met with their IT steering committee and other stakeholders to fully define their business strategy and what it would require from a technology standpoint.

MCPc put together a comprehensive service package and implementation plan that addressed the client's challenges in a phased timeline. At the beginning of the first phase, critical data points from the support environment were monitored in a 30-day discovery period. The project team then analyzed the findings as part of an overall assessment of the environment and delivered a detailed plan that included recommendations for staffing levels, cost adjustments and deliverables — all aimed towards yielding greater efficiency and cost savings from the client's IT operations. Plus, to build accountability into the process, a support services schedule outlines the standards for how quickly technical support requests would be addressed by MCPc Helpdesk personnel. And KPI scorecards are regularly reviewed with the client to evaluate performance and continuously seek out areas for improvement.

### Results

As a direct result of the new partnership, the firm's technical support requests are now being addressed more quickly, its compliance rating under IT standards auditing has improved, and greater overall efficiency and cost savings have been realized under MCPc's guidance.

The client now has a strategic partner with a deep bench of solution experts that can tackle projects across the entire IT environment as their needs continue to evolve. In fact, as their confidence in the ongoing collaboration has grown, a range of new projects are already being planned for the near future — a desktop PC refresh and server virtualization, among others — that will further develop their technology portfolio. As part of MCPc's consultative approach, the account team has helped the client prioritize these projects and worked with them to devise a long-term plan that focuses on the technology foundation and then integrates more advanced solutions in stride with the organization's growth.

If your organization is considering IT support services, MCPc is ready to talk to you about a customized solution that meets your requirements.



### Highlights

A Northeast Ohio investment firm was looking to engage a local provider to deliver enhanced IT support services. MCPc worked with the customer to define their IT initiatives and created an action plan based on their current and future business goals. MCPc now works with them as a trusted advisor, providing onsite network and desktop day-to-day support as well as strategic planning that will help the organization execute on its long-term growth plans.

### Benefits

- The client now has a partner that delivers both technical support and strategic guidance.
- MCPc's on-site help desk model ensures support incidents are handled in a quick and efficient manner.
- MCPc helped to develop an IT strategy that aligns with the specific federal regulations the client must comply with.
- MCPc has the resources and expertise to address challenges across the entire IT environment as they arise.

