

Tyco Electronics

The Challenge

Global electronic components manufacturer Tyco Electronics was seeking a national, multi-vendor service organization that had the technical expertise, geographic coverage, help desk support, and 24/7 service coverage to meet their warranty and post-warranty technology service requirements of more than 9,000 PCs, servers, and peripherals dispersed throughout the United States. As a world leader in cutting-edge wireless, active fiber optic, and complete power systems technologies, Tyco operates around-the-clock, therefore downtime has a significant impact on employee productivity, customer servicing, and ultimately the company's bottom line. Tyco required a service partnership and delivery model that utilized remote and local resources, and the ability to route and track consistently service transactions to other internal and external teams for resolution.

The Solution

In a highly competitive situation, Tyco selected DecisionOne based on our integrated remote and field support capabilities to address their complex and distributed desktop/laptop environment. DecisionOne's Managed Desktop Service (MDS) solution continues to meet Tyco's complex IT support requirements, ensuring IT system performance and availability all without hiring additional skilled IT resources or investing in costly service delivery infrastructure for their organization. Our solution includes remote technical and process phone support, essential call triage and diagnosis and, when required, onsite field support and hardware repair — with the right skills, right parts, in the right location. Through DecisionOne's program management and reporting infrastructure, Tyco is able to review and monitor service performance aiding them in making better business decisions about their end-user environment. Our MDS solution helps deliver faster equipment restoration times, improved end user productivity, more efficient asset management, and broader coverage — all with significant savings for Tyco Electronics.

Results

By engaging DecisionOne as their single-source technology service provider, Tyco was able to achieve the following:

- Decrease training costs while completing many company-wide MSOffice upgrades by leveraging DecisionOne's remote and field knowledge, skills, and capabilities
- Tracking and resolution of more than 150 hardware and software calls per month, with call closure rates exceeding 85%
- Next-day restoration on peripheral devices and same-day field services and business-critical hardware
- Instant registration process and tracking when adding or changing equipment not currently covered in the agreement without delaying service response and resolution



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DecisionOne consistently exceeds both our SLAs and our expectations. We view our relationship with DecisionOne as an insurance policy that delivers consistent, reliable service with minimal involvement on our end. DecisionOne has the expertise to manage our technology support so our employees can focus on developing cutting-edge electronics.

— Alan Loesch,
Tyco Electronics
Help Desk Manager

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.