

SCCM Migration and Helpdesk Capabilities

Our client, a 1,400 employee organization that manages and oversees two (2) major airports that provide domestic and international air service for the mid-Atlantic region needed to improve the efficiency and reliability of its IT operations. The organization includes central administration, airport management and operations, and maintains its own police and fire departments.

The Challenge

The client wanted to consolidate its IT operations and obtain a more comprehensive overview of legacy, present, and future IT projects. DISYS completed and improved existing projects while simultaneously evaluating legacy systems and analyzing future needs. DISYS immediately deployed comprehensive teams to complete a wide array of tasks swiftly and effectively.

Additionally, the client needed to upgrade dated software—the upgrade of which would not be supported by legacy hardware. Immediately upon deployment, DISYS migrated the entire system to the Windows 7 platform to ensure a smooth transition for future IT projects.

The DISYS Solution

DISYS identified unfinished projects and completed all client IT tasks in a timely manner, resulting in a highly satisfied client. A new Helpdesk ticketing system was implemented that immediately identifies and addresses fail points and addresses them immediately. The new system implemented by DISYS follows industry best practices for Helpdesk support.

Coupled with Helpdesk support, DISYS provides desk-side services to all client end-users. DISYS maintains onsite support for users at both airport locations.

Additionally, DISYS administered bi-weekly IT training for the client's employees to minimize downtime on simple IT issues. As a result, the number of initiated or open IT tickets decreased, improving overall IT efficiency.

To address the outdated system software, DISYS implemented a refined and improved System Center Configuration Management (SCCM) project, updating the system before the client's legacy software became non-functional.

Results

DISYS' Helpdesk solution achieved 97% client satisfaction with consultants onsite at both locations, deskside support has significantly increased, resulting in decreased downtime due to hardware complications. Our team tasked with the SCCM project completed the project several weeks ahead of schedule. DISYS consultants continue to consistently meet and exceed client project performance expectations. The client has seen increased internal IT efficiency as a result of the newly migrated software, improved customer service on Helpdesk tickets for incomplete and new projects, and high levels of satisfaction from employees.

Industry

Transportation

Business Challenge

- Incoherent IT strategy
- Deploy immediate resources to identify and complete unfinished projects
- Immediate system migration required

The DISYS Solution

- New Helpdesk ticketing system
- Assigned Technicians to Desk-side Services
- Ambitious project deadlines
- Rolled out SCCM project to update all legacy hardware

Results

- Project deadlines met ahead of schedule
- Increased client IT efficiency
- Improved customer service to internal end-users
- High levels of satisfaction with IT consultants

Our Offerings

DISYS' portfolio of Services performed for the client includes the following:

Program Management – ability to manage and deliver multiple, concurrent projects, so that dynamic business and technical initiatives within your organization are achieved.

Project Management – managing single projects from end-to-end, applying best-practice methodologies and approaches to development and implementation.

Training – focused sessions to deliver new information related to work processes, disciplines, tools, and methodologies.

Documentation/Knowledge Management – collecting, structuring, and packaging information from across your enterprise into formal, catalogued knowledge repositories.

System Center Configuration Management (SCCM) – updating all system hardware to the most up-to-date technologies so that it runs as efficiently as possible.

About DISYS

DISYS is an IT consulting and business solutions company with core services in IT Staffing and Consulting, Finance and Professional Services, ERP Services, and Infrastructure Support Services. Our vision is to be a global business partner, delivering the highest quality and most consistent services at the best value to clients worldwide.

Incorporated in 1994 as a certified Minority Business Enterprise, DISYS has posted an eight-year average of 50% growth per year and currently ranks as the seventh-fastest growing company in the staffing industry. DISYS is headquartered in McLean, Virginia, with offices and delivery locations worldwide in North and South America, Europe, and the Asia Pacific region.

