

### **Industry**

Medical device designer and manufacturer

### **Client Profile**

This client designs, manufactures and markets a proprietary method for treating malocclusion, or the misalignment of teeth. This method corrects malocclusion using a series of removable appliances that gently move teeth to a desired final position. It is appropriate for treating adults and teens. The company was founded in March 1997.

## Inourced Service Desk

### **Success Highlights**

1. Vastly improved user experience, asset management tracking and documentation
2. Established an unprecedented Operational Runbook
3. Established onboarding/offboarding process
4. Partnered with client to introduce an ITIL framework

### **Taos Service Areas Deployed**

Interim Technical Talent

- Windows Desktop Support

### **Situation**

The client was dissatisfied with their current insourced service desk and was looking to change providers. The customer required an onsite helpdesk and desktop support team to support approximately 600 users at their Santa Clara headquarters. One of the client's managers, formerly with Applied Materials, was familiar with the large scale managed desktop team solution Taos implemented at Applied Materials. Highly confident in Taos' insource service desk abilities, the manager called upon Taos to bid on the project.

### **Solutions**

Taos pulled from its expertise in providing managed desktop teams to support environments of up to 9,000 desktops to create a customized solution for the client. Taos also leveraged its Office of the CIO practice to provide leadership in the form of an Engagement Manager to oversee the project.

Taos was responsible for initiating and transitioning the management of the service desk from the incumbent provider to Taos and improving upon the level of service provided to users.

## CLIENT CASE STUDY

In order to achieve these goals, Taos:

- Conducted a Baseline Assessment of the client's current environment
- Performed a Gap Analysis and Planning
- Partnered with the client to define a new set of SLAs
- Based on desired SLAs, recommended appropriate technology and process changes
- Created an Operational Runbook
- Identified a team lead for managing day to day operations
- Worked with the client to introduce an ITIL framework

At the beginning of the engagement, Taos recommended a transition phase with overlap between the incumbent provider and Taos. The transition phase allowed for an invaluable knowledge transfer resulting in seamless service to the customer's users. Taos also discovered a lack of proper documentation and began documenting the environment and all processes. Taos organized all documents in a central repository to be easily accessible for reference or during emergency, minimize any future employee ramp-up time and maximize first level ticket closures. Included in this documentation was the creation of an Operational Runbook which included configuration management, change control, incident management and problem management.

Finally, with its focus on providing continuous improvement to the client, Taos worked with the customer to introduce an ITIL framework. This approach to improvement allowed IT processes to be continuously improved to meet business priorities, resulting in increased ROI, value and customer satisfaction.

### **Results**

Taos' insourced service desk solution vastly improved the user experience, asset management tracking and documentation. An Operational Runbook was created and established, whereas one did not exist prior to Taos' engagement. The establishment of onboarding and offboarding processes and documentation also contributed to increased efficiencies for the client. While the initial term of the engagement contract was 1 year, Taos' engagement term was extended to 2 years and continues today. Taos continues to provide asset management, desktop support and helpdesk support while working in collaboration with the client's other IT functions.

### **About TAOS**

Taos is a professional IT consulting services company. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity – we are hardware and software vendor independent.