Pragmatics Delivers IT Consolidation Solution to Civilian Agency, Resulting in Reduced Costs, Enhanced Operations, and Improved Enterprise Security Across Multiple Bureaus

THE CLIENT ENTERPRISE ENVIRONMENT:

A civilian agency customer maintained 30,000-plus desktop and service desk support activities, managed through multiple contracts across more than 30 bureaus. With assets dispersed across 18 states, this agency faced considerable difficulty in organizing operations, maintaining equipment, and delivering service to desired standards.

The civilian agency established a program awarded to Pragmatics with the goal of integrating department-wide operations, reducing the cost of desktop and service desk support, enhancing data security through centralized accountability, and improving customer satisfaction. Further, the initiative sought to introduce a shared risk model to provide incentives for industry to innovate, employ best practices, and partner with government. The civilian agency needed a trusted partner who could execute the planned objectives on time and on budget.

THE CHALLENGE:

The agency turned to Pragmatics to deliver a solution that would improve processes and mechanisms to more efficiently receive, record, and track all IT incidents and service requests, and eliminate redundancy. Pragmatics consolidated the agency's complex support infrastructure to a single service desk, while increasing performance above pre-existing service level agreement values, enhancing customer satisfaction.

Through our technology expertise and rigorous process management, Pragmatics architected and delivered a consolidation solution that incorporated ISO 20000 (ITIL®), CMMI® Level 5, and ISO 9001 best practices to manage and evolve all elements of IT service management operations. The Pragmatics team included more than 200 highly skilled personnel. Pragmatics delivered a 24x7x365 enterprise-level Tier 1 and Tier 2 IT support and desktop service and found ways to more rapidly resolve trouble tickets, improving customer fulfillment to more than 27,000 users.

THE RESULTING BUSINESS IMPACT:

- Pragmatics successfully consolidated support services across 30 bureaus and received an external ISO 20000 certification on the operation.
- Pragmatics consolidated 37,000 desktops and 31,000 customers across the enterprise.
- The overall reduction in per-desktop cost was 7%.
- The reduction in FTEs to operate the same workload went from 67 to 60.
- Overall improvement in customer satisfaction went from 88% to 91%.
- Process improvements reduced the incident-type ticket percentage from 52% to 29%.
- The call abandon rate decreased to less than 5%.
- Through consolidations we saved the client more than $10 million in two years.
- The agency was able to improve workflow, meet business objectives, realize efficiencies, and increase customer satisfaction

OVERVIEW

- THROUGH CONSOLIDATIONS, PRAGMATICS SAVED THE CIVILIAN AGENCY MORE THAN $10 MILLION IN TWO YEARS. WE MANAGED MORE THAN 1.2 MILLION CUSTOMER SERVICE REQUESTS WHILE MAINTAINING:
  - 80% FIRST-CALL RESOLUTION RATE
  - 98% SUPPORT CALLS ANSWERED WITHIN 20 SECONDS
- THE CLIENT'S SECURITY RISK SCORE WAS SIGNIFICANTLY IMPROVED AFTER CONSOLIDATION; THE AVERAGE SCORE WAS 97.8%.
- OVERALL CUSTOMER SATISFACTION IMPROVED FROM 88% TO 91% IN THE FIRST YEAR.

"Pragmatics consolidated the agency's complex support infrastructure to a single service desk while increasing performance."