

**Success Story –**

**STS Provides Outsourcing Managed Service for a Global Technical Support Center**

**STS was selected to manage a consolidation of two large internal help desk environments for a global client. STS was also enlisted to be the outsourced provider of ongoing support and management of the resulting single support location.**

**Problem:**

The customer is a Fortune 500 *global network equipment manufacturer* with administrative and engineering locations that span across the US and the World. They recognized that their core competency was within the design and manufacturing arena as opposed to internal IT support roles. As a result, they needed outsourcing solutions for their technical assistance center.

Their objective was to consolidate two separate support centers (East Coast and West Coast of the United States) into a single location that would bear the responsibility of providing internal technical assistance to their entire global employee base.



**Solution:**

STS has enjoyed a strong relationship with this firm for over seven years and has been instrumental on various projects and ongoing programs. Because of this reputation for excellence, the customer selected STS to provide this *managed service* global technical support center. STS acts as the single point of contact globally for all internal end users and IT Technical support issues.

**Support responsibilities include:**

- Problem identification and resolution for issues arising on standard PC units and associated hardware
- User support, problem identification and resolution for PC operating systems (Windows 2000, Unix and Linux)
- Problem identification and resolution for remote access, connectivity, and printing issues
- Providing application support for standard designated IT applications
- User support for standard desktop applications
- Password and authorization support for NT server domains and Unix environments

**Result:**

STS successfully managed the consolidation of the two support sites and continues to operate the Help Desk environment through a managed services agreement and SLA. STS provides tier-one and tier-two telephone support to 25,000 global users and handles in excess of 30,000 calls monthly from the client's internal employee base. Through outsourcing management of the support center to STS, the client saves millions in resources annually.

STS continues to exceed all of the customer's service level agreement requirements and receives exemplary reports on all customer satisfaction surveys.

**About STS International**

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

**About Outsourced Services Suite (OSS)™**

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

**"STS provided us a top to bottom risk assessment of our IT infrastructure and made some recommendations that will save us almost \$100,000 per month in HR expense while increasing our uptime two fold"**

*– CEO of a Public Company*



**Contact STS To Learn More**

Information about any of our services and capabilities may be answered by contacting STS:

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