

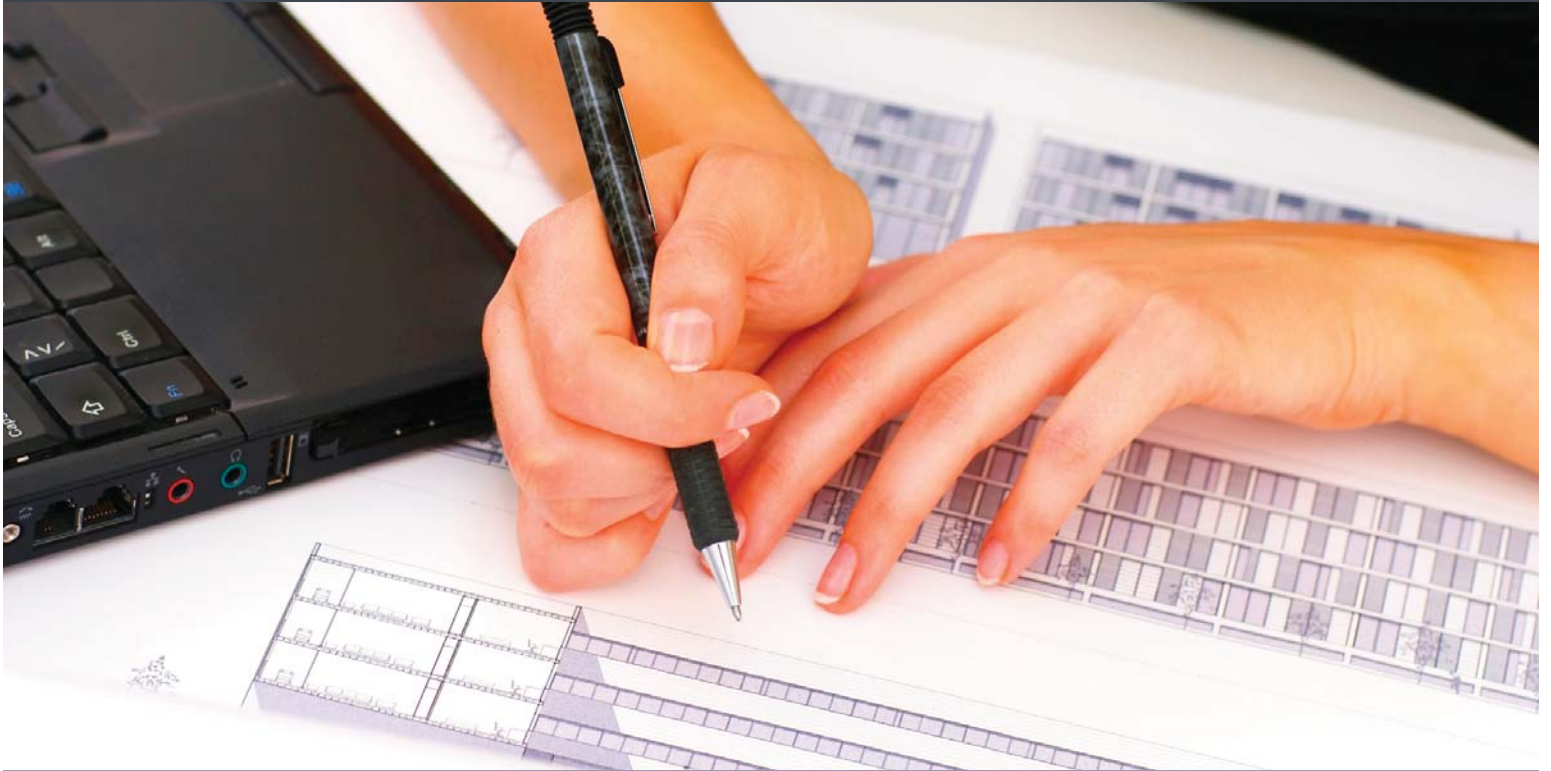
Case Study
HQ, US Army
Corps of Engineers

CHALLENGE

consolidate, standardize, and improve service delivery for all IT operations

SOLUTION

implement a centralized technical support organization and consolidate all LAN operations



**THE EPITOME OF
CUSTOMER SERVICE**





Case Study

Headquarters, US Army Corps of Engineers (HQUSACE)

Client Scenario

Several contractors in various offices supported HQUSACE technical operations. There was a significant lack of coordination among the vendors regarding LAN and Windows server operations, often causing downtime for the end users. In addition, the central IT Support organization did not have the resources to support all users equally, creating a gap between the well-funded office and the not-so-well funded offices. HQUSACE required a contractor to consolidate, standardize, and improve service delivery for all IT operations for the Headquarters and related organizations.

QuTech Solution

QuTech planned and implemented a centralized technical support organization and consolidated all LAN operations into a common operating environment. QuTech's IT Service Desk provided all HQUSACE users with common processes and technical support measured against stringent performance-based metrics. During the course of the effort, QuTech migrated three distinct email systems to a common Exchange platform, centralized all servers into a common data center, and migrated desktop technologies several times as hardware and operating systems evolved. QuTech's centralized IT Service Desk established a "one-stop shop" for all supported users to get technical support, as well as guidance, on the latest technology deployments and regulatory restrictions related to the IT environment. The transitory nature of the Headquarters organization made QuTech's one-place-to-call solution invaluable to the frequent travelers and visitors supporting HQUSACE. QuTech also established a LAN Technical Users Group (LANTUG) to bring together the technical points of contact in each office into a common planning and communications group, minimizing the confusion and burden on the end users when new deployments or technology upgrades were initiated. Finally, QuTech provided a central source for IT Security including policy review, technology analysis and deployment, centralized antivirus and patching, and Certification and Accreditation of both Unclassified and Classified systems in the environment.

Client Comments

"Human Resources would like to thank the (QuTech) staff of the Help Desk for all of their efforts. The team members of the Help Desk from Jeff (Hamilton) on down epitomize the meaning of customer service."

Citation read by LTG Flowers, Command General, at Grass Roots Award Ceremony

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