

Case Study

NIST iTAC Tier 1 Service Desk

CHALLENGE

improve the overall quality and
responsiveness of Tier 1 Help Desk services

SOLUTION

maximum flexibility in adjusting our staff
profile to match the peaks in the Tier 1 Service
Desk demands



AN INNOVATIVE STAFFING APPROACH





Case Study

National Institute of Standards and Technology (NIST) iTAC Tier 1 Service Desk

Client Scenario

The Office of the CIO maintains the Information Technology Assistance Center (iTAC) to support the operation and maintenance of the IT infrastructure and provide additional customer support. iTAC provides a critical aspect of technical support operations to five technology areas with approximately 5,000 users distributed between facilities in Gaithersburg, MD and 500 users in the Boulder, CO area.

NIST found it necessary to hire a new contractor to provide tier 1 Help Desk services because of performance and employee retention issues with its previous contractor.

QuTech Solution

NIST issued QuTech a performance-based Statement of Work which included metrics for Quality Assurance, First Call Resolution, and Response Times. In order to maintain a well trained, competent staff, QuTech established a program to provide quarterly cash bonuses to the on-site staff for exceptional performance against these metrics. QuTech technicians have been able to provide outstanding service in the areas of telephone, remote control (via LANDesk), and in-person walk-in support for a wide range of office automation applications (primarily MS Office) and Commerce and NIST-specific technologies (e.g., Commerce E-Learning, Safeboot, C.Request). We facilitate the restoration of normal operational services with minimal business impact on NIST within agreed upon SLAs and business priorities; facilitate and enforce agreed to service levels with tier 2 and tier 3 support contractors; keep NIST informed of service events and opportunities that are likely to impact NIST's ability to pursue day-to-day business activities; and as business needs change, work with NIST to implement and integrate new service offerings with NIST standards, policies, processes, and methods for an overall new set of service desk support offerings.

QuTech superior performance has helped NIST scientists and subject matter experts to focus on the important work they do in conducting research that advances the nation's technology infrastructure.

Client Comments

"I just want to take a little bit of your time to acknowledge your iTAC help desk team. More specifically I would like to recognize Ray Nwanety, Jeff Jackson, Bill Daniels, Josh Verbitsky, and Reggie Haney for the wonderful customer service that they provide me with. Not only are they helpful with pc troubleshooting and questions, they are polite, positive, and they never make you feel apologetic for calling the iTAC center. They are efficient and prompt when assisting me. I am emailing you because I want you to know that you have a fantastic team. I also feel it's important for employees to be recognized for their great work ethic, because it enhances their morale. Thank you for taking the time out to read this. Have a great day."

NIST/EEEL/SED
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