



Case Study

Solution:
IT Solutions

Client:
VHA

Challenge:
Mobile device, shrink-
wrapped applications, and
Office 2007 migration

Result:
Increased service levels
and freed-up internal IT
resources

“ **PC Helps** is almost too
good to be true.”

- Art Shorney | Vice President of MIS - VHA, Inc.

pchelps



Desktop
Applications



Microsoft
Migrations



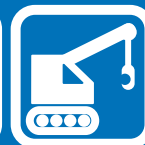
On-Demand
Training



Mobile
Devices



After
Hours



Projects &
Development



Help Desk
Augmentation



Desktop Application & Mobile Device Support

Exceeding Expectations - Matching the Needs of the Corporation

Client Profile

Founded in 1977 and based in Irving, Texas, VHA Inc. is a health care provider alliance of more than 2,400 non-profit, community-based, health care organizations. VHA helps their members deliver safe, effective and cost-efficient care through both national and local support. VHA has 18 regional offices in 48 states, as well as office in Washington, D.C. that provide industry-leading supply chain management services and facilitate the development of member networks to drive sustainable results.



Business Challenge

VHA has been a satisfied PC Helps customer for years. VHA Vice President of MIS, Art Shorney, uses the comprehensive monthly call reports to review and monitor the quality of service provided to his company. Mr. Shorney has detailed information on the areas where people most need assistance, the rapid response rate and resolution of the calls, peak load times for desktop assistance in the 24 x 7 support day, etc. With the detailed PC Helps call reports, VHA can monitor their employees' training needs to provide the best possible work environment.

Solution

VHA decided to outsource the support of their shrink-wrapped applications to an expert in desktop support services. VHA looked at a number of options before Mr. Shorney heard about PC Helps at a Gartner conference on outsourcing. Three of ten companies represented at the conference mentioned PC Helps as an excellent outsource partner, VHA called PC Helps' customer references and decided to test their services. Today, they continue to be a satisfied PC Helps customer.

PC Helps manages the shrink-wrap application questions for VHA on a 24x7 basis. To accomplish the objective, PC Helps personalized the support services so that employees saw a unified VHA help desk, not outsourced services. The PC Helps team of expert consultants directly answers VHA support calls in less than two rings.

VHA management was thoroughly impressed with PC Helps' services. When VHA employees need assistance using their new Treos and other mobile devices, PC Helps was there to support them. PC Helps also helped smooth the process when VHA did a major software migration. The additional support exceeded VHA's expectations.

Results

VHA believes that value of outsources depends on many factors including the deliverance of timely solutions to the corporation. The Help Desk, in particular, is an extremely visible service to all employees and it has to deliver a high rate of measurable customer satisfaction on an ongoing basis.

PC Helps assists VHA management in determining ROI by providing detailed service usage reports. These monthly reports provide a breakdown of each call that PC Helps handles with a high level of granularity that includes the amount of time used to resolve the question. VHA management uses the reports to monitor and measure the success of their partnership with PC Helps. VHA grades the PC Helps relationship as excellent.

One of the many benefits of outsourced services is that it frees up internal resources to focus on mission-critical, company-specific tasks. According to VHA management, using PC Helps for desktop application and mobile device support has deflected so many calls per month from their in-house Help Desk staff that VHA has eliminated the need for an additional full-time person. Secure in the knowledge that PC Helps is a service enhancement that brings value to the company; the VHA Help Desk staff can leverage in-house resources towards VHA-centric applications and support issues.

Downtime Analysis

Based on survey responses, VHA Inc. employees estimate the time to resolve their support issues without PC Helps would be 2.4 hours. Based on industry averages for labor costs, overhead, and benefits, VHA Inc.'s HARD-DOLLAR SAVINGS by having PC Helps resolve these support issues in just a few minutes amounts to approximately \$60.02 per call

Response Statistics

Abandon rate: 0.39%

Time to reach a Certified Computer Consultant (including ring time):

- Under 5 seconds: 97.6%
- Under 15 seconds: 90.7%
- Under 30 seconds: 99.4%

PC Helps Support Profile

For more than 15 years, PC Helps has been providing immediate, expert, remote telephone support and training from U.S.-based call centers to over four million knowledge workers, 24/7/365 – with expertise on more than 160 desktop applications and mobile devices like Microsoft Word, Excel, PowerPoint, and BlackBerry.

Benefits:

- ROI for software and mobile device investments
- Eliminate need to increase internal staffing levels
- Increase customer service levels
- Maintain productivity levels before, during and after: OS, Office, and email migrations
- A faster return on your Microsoft upgrade investment
- Remove excessive training costs and off-site training
- Enhance the overall image of the internal Help Desk