

## CASE STUDY | 2022

# MPHI

## Managed IT Services

### Customer

MPHI is a Michigan-based and nationally engaged, non-profit public health institute. The Institute works with a broad range of partners to advance population health through innovation and collaboration.

### Environment

Support for 600 PCs and end-users.

### Challenge

The client used internal personnel to support their end-user compute functions, including Service Desk, Desk Side Support, IT Asset Management, and Cross-Functional Services. Their goal was to improve the quality, timeliness, and efficiencies of these services for internal MPHI users and external clients while increasing reporting transparency and accountability.

### Solution

Dewpoint successfully took over the end-user support functions from the internal staff using a proven transition methodology. It includes providing a service desk single point of contact to diagnose and resolve issues, desk-side support for break-fix, install, move, add and change services, and hardware and software support. Provide monthly reports on the number of issues reported, resolved, time to resolution, incidents by category, and overall customer satisfaction. Regularly meet with the customer for continuous improvement.

### Results

**Contract flexibility** – strive to develop a true partnership with MPHI by performing functions outside the scope of the initial contract:

- When client staff moved to 100% remote (due to Covid), the Dewpoint team went to several homes to help with home office PC setup
- Supported three building renovations; our team was onsite to perform over 60 equipment moves
- Coordinated large PC refresh project

**Client satisfaction** – exceeding industry averages

- In 2021, answered over 3,400 calls with an average speed of 14.5 seconds (the industry average is 20 seconds)
- Achieved an average score of over 95% for service desk call center satisfaction (industry target is 90%)

**Technical advice** – based on changing technology needs and new capabilities, bring technology providers for product demonstrations and industry experts for thought leadership