



## A Managed Services Solution for IT Asset Management and Support

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### THE CHALLENGE

For more than a century, MAKE Corporation's client, an international wealth management company, had thrived by focusing on what it did best: managing financial assets. The client provides investment management, asset and fund administration, and fiduciary and banking solutions for corporations, institutions and affluent individuals worldwide. As an organization whose success hinges on its ability to continually increase value for its clients, this company understood the high cost of turnover, both in terms of direct recruiting costs and the impact on productivity every time management resources were diverted from core responsibilities to deal with staff issues. So when it was looking to solve a high turnover issue with its infrastructure support staff, it turned to experts in IT recruiting. One of those experts was MAKE Corporation.

### SOLUTION

#### Adaptable Solutions to Meet Any Challenge

While the initial challenge was one of retention, MAKE looked beyond the surface issue of high turnover, examining not only the people doing the job, but the nature of the work as well. The solution MAKE proposed combined people, technology and processes to transform a troublesome function into best-in-class support. Working in collaboration with the client, MAKE defined the scope of the engagement, identified specific deliverables and established the means to track performance through service level agreements. MAKE's solution called for a team of MAKE IT experts to remotely monitor, identify and proactively repair any hardware issues that could challenge client performance, thus avoiding service disruption for this international wealth management company.

### RESULTS

#### Expanding the Solution to Changing Needs

Starting with a single location and expanding the engagement to three separate service centers, MAKE provides inventory control, life cycle asset management, asset readiness/builds, destruction, replacement and daily maintenance for a total estimated monthly volume of 700 client assets (including desktop PCs, laptops, monitors and printers).

Using the client's ticket tracking technology, MAKE established a three-tier system for evaluating the severity of every issue. This allows MAKE's triage team to assign the right resources to ensure optimal resolution and minimal service disruption. As the number of life cycle assets fluctuates annually, MAKE flexes its resources to appropriately staff any level of client activity. With all procedures thoroughly documented, MAKE ensures a smooth transition and no disruption in client support whenever additional support staff join or exit the MAKE team.

## Delivering Results Beyond Client Expectations

The managed services solution initially delivered by MAKE completely eliminated the turnover issue, resulting in significant cost savings for the client. With highly efficient and fully documented processes in place to ensure outstanding support to client users, MAKE was asked to repeatedly expand the scope of the engagement. Additional services that MAKE provided to the client include the following:

- ➔ Manage process integration with offshore vendor for overnight OSD imaging and certify all reimaged assets
- ➔ Execute multiple company-wide upgrades (e.g., Win XP to Win 7, Microsoft Office, Internet Explorer)
- ➔ Revise all processes and associated documentation for Remedy to ServiceNow software transition
- ➔ Manage new iPad rollout and support for imaging and deploying 700 assets nationwide

Throughout each of these extensions of the original engagement, MAKE has hired and managed the appropriate support staff, established the service protocols and efficiently delivered results, fully in accordance with client requirements. A function that was once a source of frustration for the client is now a source of best-in-class support—and has been since 2009.

## About MAKE CORPORATION

MAKE Corporation is a full-service professional recruiting firm that delivers exceptional talent solutions, fueled by a highly efficient recruiting engine and supported by unmatched industry knowledge and insight. Based on deep expertise in IT and expanding capabilities in accounting, finance, medical, legal and other professions, MAKE helps both large and mid-market clients efficiently find the high-quality talent they need to grow and prosper.

# MAKE

*the difference*

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