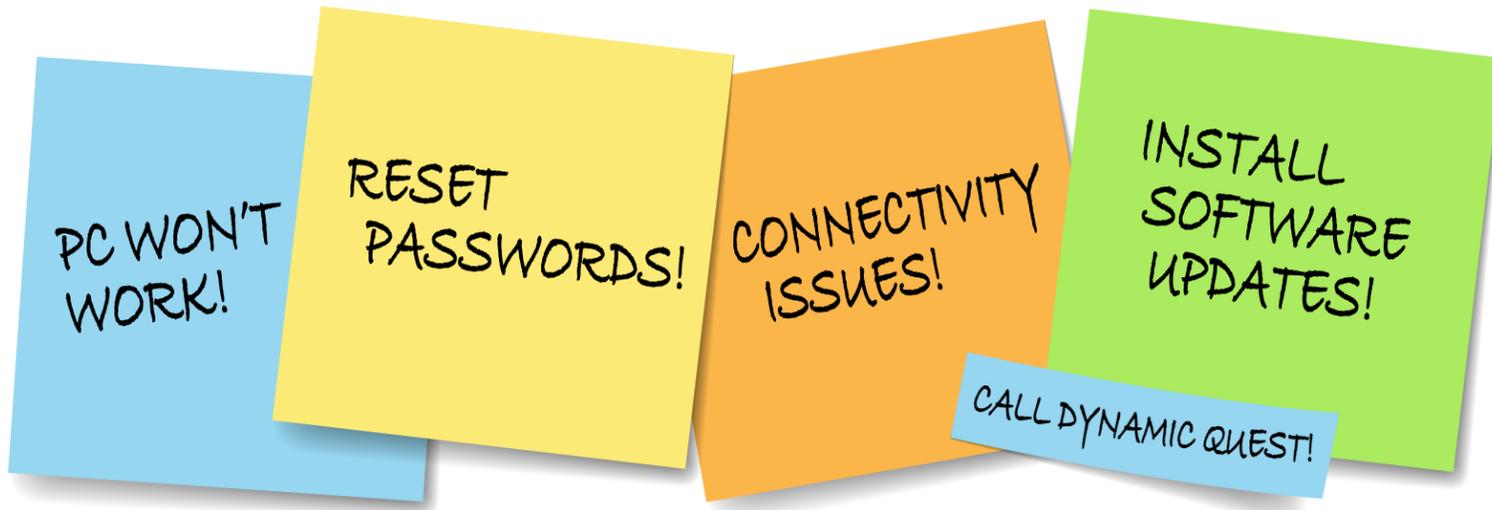


How our managed service desk solution lowered costs, response time, and blood pressure.

A large company's overworked internal team welcomed our Level 1 support, which gave them time (finally!) for strategic work with long-range benefits.



THE CHALLENGE



A healthcare company's in-house IT team was swamped with low-level work. 1500 full-time professionals were responding to huge demand for Level 1 service desk support. (Level 1 service desk tasks are typically classified as definable, repeated business functions—resetting passwords, mapping drives, installing printer drivers, etc.) The team had no time for enterprise-level IT work that advances business goals.

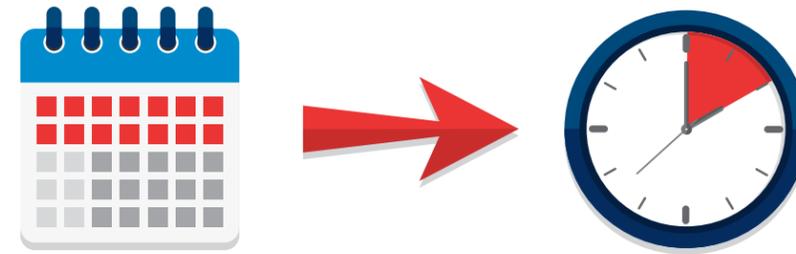
Senior management called us in. Productivity shot up. We launched Level 1 service desk support for the company the next day. It was clear almost immediately that, with Dynamic Quest handling the routine work, the IT team was freed to be much more productive.

Outsourcing to us delivered positive ROI. Untapped potential was unleashed. The internal team was finally able to put their expertise to work on the higher-level tasks that provide the company with a tech-driven strategic advantage. Much needed internal projects finally had the time and resources available to focus on what the business needed to be successful.

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THE SOLUTION

Response time went from 2 weeks to 2 hours. The internal team was stretched so thin, support requests just got added to a long list, and workers had no choice but to wait. Turning these Level 1 tasks over to Dynamic Quest made the backlog vanish.



Response cut from 2 weeks to 2 hours

Spending was cut by 40%. Our team, with its focus on Level 1 service, was able to get it done for much less. Other clients have experienced reductions as high as 50%. With such clear ROI, the client asked us to take on their Level 2 service tasks, too.

The internal team was energized. With the Level 1 work off its plate, the team turned its attention to the work that A) fueled company growth; and B) gave them the deep job satisfaction that kept them motivated.

The internal team was energized. With the Level 1 work off its plate, the team turned its attention to the work that fueled company growth and gave them job satisfaction.

Benefits

FUNCTIONAL	EMOTIONAL
<ul style="list-style-type: none"> > Response time dropped by 90% > Less downtime > Investment in hardware optimized 	<ul style="list-style-type: none"> > Internal team released from oppressive backlog > Energized by challenging work focused on business goals > Speedy responses reassure workers, spare frustration

**40%
SPENDING CUT**

We do this all day, every day. Level 1 and 2 work, for us, is not a distraction. It's our business.

Our client had gotten into a jam by making what seemed to be rational business decisions. Keeping IT in-house, they reasoned, would spare them the cost of outsourcing. It turned out the benefits far outweighed the cost.

Our managed service desk support saved so much time the internal team was freed to do its most productive work for the company. The ROI was attractive enough that our client soon asked us to take on Level 2 support.

We do this all day, every day. Level 1 work, for us, is not a distraction. It's our business. (We also offer Level 2 and Level 3 IT services.) Because our entire focus is IT work, we move fast and perform at the highest level.

Managed Service Desk Support Levels

LEVEL 1 SERVICE

Resetting passwords, mapping drives, installing printer drivers, etc.

LEVEL 2 SERVICE

Technical troubleshooting support for end users

LEVEL 3 SERVICE

Service and network device management and troubleshooting



**DYNAMIC
QUEST™**

Let us show you what we can do for your company.
Call **336.369.0455** or email **sales@DynamicQuest.com**