

U.S. Department of Defense Healthcare Installations



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Challenge

A major U.S. outsourcer required a Just-In-Time Repair (JITR) solution for digital/HP Alpha server technology and peripheral devices to meet the needs of 60 plus U.S. Department of Defense (DoD) Military Hospital and Healthcare installations nationwide. The chosen partner needed to provide both per incident and time and materials approaches for JITR that would fulfill service levels ranging from 24x7 coverage with a four (4) hour response to 9 a.m. to 5 p.m. with a next business day response. The engagement model would also require appropriate parts and sparing levels at strategic locations throughout the U.S. Specific JITR services also included supplemental onsite repair services for return to factory warranty repairs, emergency repair, post-warranty repair, installation services, and remote service desk support.

Our Solution

DecisionOne won the contract by enabling the outsourcer with a multi-tiered, nationwide service delivery solution, incorporating field, logistics, and remote services. When incidents occur, DoD healthcare system personnel call the DecisionOne Technical Service Desk, which takes the calls and involves the outsourcer as needed for triage support. If the ticket is not resolved, DecisionOne Field Services is dispatched within the time frame determined by the SLA for that particular location. DecisionOne Logistics is responsible for warehousing required parts and ensuring timely availability for onsite repair. All service delivery solution components are managed through DecisionOne program management. A DecisionOne program manager acts as a single point of contact and coordination for both the customer and DecisionOne, and manages and monitors daily and historic services activity in every location nationwide.

Results

By engaging all of DecisionOne's lifecycle technology support services for Just-In-Time Repair (JITR), our outsourcer customer was able to deliver the following to its U.S. DoD Hospital and Healthcare System client:

- All DecisionOne provided JITR technology support services met 100% of the agency's SLAs
- Single-source provider for the full life-cycle of technology support needs including field, logistics, and remote — for 60+ installations nationwide
- Reliable, cost-effective technology support services delivered for more than two years (renewed contract for two additional years)
- Continuous, quality IT support services, even while the hospital's IT services budget decreased, and under budget — allowing \$3M to be redirected to support other operational initiatives

“Other technology support companies walked away from this opportunity because of the just-in-time requirement and the vast scope of services required within this model. To DecisionOne's credit, they have not only succeeded, but have exceeded our expectations and those of our government agency client.”

— U.S. Government
Outsourcer

DecisionOne is a premier partner to Original Equipment Manufacturers (OEMs), outsourcers, and resellers — servicing commercial enterprises and the public sector by delivering technology support services throughout North America. The company's footprint of service locations throughout the U.S. and Canada and centralized support capabilities enable DecisionOne to provide national, reliable, cost-effective IT deployment and support.