

ENTERPRISE INTEGRATION

CUSTOMERS

CASE STUDY: The Department of Housing and Urban Development

Problem:

The Customer Service Branch (CSB) of HUD had suffered a lackluster reputation of enterprise operations support because Staff Support Analysts failed to create a positive impression for users. The desk-side assistance and first and second level help desk personnel did not maintain adequate processes, procedures, or leadership in running desktop systems, servers, security, LAN and WAN services, and web administration. This resulted in poor service to 80 HUD field offices and remote locations for agency personnel.

Pointe Solution:

Pointe personnel evolved to take over CSB's technical lead functions for customers requiring assistance with computer hardware, software, and network problems. Pointe Technical Leads streamlined help desk procedures and implemented matrices for activity reporting. In addition, they configured and troubleshot domain user accounts during an extensive Active Directory migration, while providing assistance to field offices and remote dialup/VPN users.

Outcome :

Pointe immediately created a positive "first impression" that users have with the operation of CSB. The award winning support allowed XP users and 80 field offices to effectively connect with the agency via remote dialup, VPN, and PDA (Palm/Blackberry).