

INTRODUCTION

Network Computing is reviewing the viability of outsourcing enterprise help desks. This feature story will include in-depth profiles on key companies defining the next generation of help desks. Profiles will be generated using a fictitious Request for Information (RFI) from Metropolitan Care, below. Returned RFIs will be analyzed and compared in our April 2, 2001 issue.

Your company has been selected for one of our profiles. To participate, you need to answer the questions that make up the Deliverables for the RFI. Answer all questions in light of your current services. If you wish to comment on the capabilities of future services, please do so but qualify them as future services and provide a time frame for their implementation. If a question is not relevant, please indicate that and tell us why it is not relevant.

REQUEST FOR INFORMATION

Schedule and Logistics

Incorporate the RFI Deliverables directly into this file. Each deliverable aims to provide you more information and collect facts and figures that you will need for the final deliverable and your proposed solution. You may include other materials supporting your answer, but attach them to this document or include them with your e-mail response. Note that a reference to a URL is not a sufficient answer.

We will do everything possible to answer your questions within 48 hours of submission.

Company name: 911Helpline.com

Company contact: Neal Flaxman

Contact telephone number: 888-826-3562

Contact e-mail address: neal@911helpline.com

Submission date: 12/21/00

Executive Summary

Business

Metropolitan Care (Metro) is a large medical center providing children's health care and research in neonatology, cardiology, hematology and oncology. It currently services 40% of the pediatric market. Metro's facilities include the Health Center, a 250-bed facility near the University, a community hospital in a suburban location, and 3 health clinics in the immediate, downtown area.

Vision

Expand Metro services to include 60% of the pediatric market in the area and become a premier provider of children's health care information using knowledge bases and state-of-the-art deliver mechanisms.

Assumptions

1. The benefits of recruiting, training, and retaining qualified help desk support personnel no longer outweigh the costs.
2. Scarce computer and network resources work on business and technology initiatives and not on computer maintenance and support.

Goals

1. Direct source (outsource) Metro's Help Desk to reduce annual costs in supporting operating system software and application software.
2. Partner with a service provider that can grow with our business and provide future solutions to reduce overall costs in software support and hardware maintenance.

Metro Help Desk

Metro's Help Desk (MHD) employs 15 FTE in support of 7,500 employees. MHD installs, configures, and supports operating systems and application software in 3 tiers:

- Tier1 Initial call, problem identification, incident creation and tracking
Triage calls/incidents to Metro network engineers or service contractors
- Tier2 Telephone or E-mail support
- Tier3 Hands-on support

MHD uses Remedy software and its Web-based interface for call tracking and incident reporting. It compiles an asset inventory of hardware and software in an SQL database and leverages an internal Web site to publish self-help documentation and frequently answered questions in Adobe Acrobat.

MHD is on-site 24x7 in the Health Center and 10x5 in the community hospital. There is no on-site support for the clinics. Users can report incidents to MHD via phone and e-mail. All calls are answered within 2 minutes; voice mail within 4 hours; e-mail within 2 hours. MHD has a 95% success rate in resolving problems at Tiers 2 and 3.

Metro employees work on either PCs or Macintoshes with standard configurations. 2700 PCs (HP Vectra, PII/III 266- 650 MHz 128MB RAM), 860 Macintoshes (Power Mac G3/G4 450 MHz 128 MB RAM), and 150 laptops (IBM Thinkpad 600e PII 128MB RAM) are deployed. These computers support a range of software that includes Windows 98/NT operating systems, MS-Office applications, Netscape Messenger, and Palm Desktop software. Metro also has clinical, diagnostic, and patient data warehoused in Oracle databases. Oracle user identifications and passwords are handled separate from Metro's NT Domain database and reserved for the medical staff, only.

Leased lines link the community hospital and clinics to the Health Center (T1, 256Kb, respectively). Hardware support and leased lines are maintained by outside service contracts that will come due in September 2001. Metro network engineers maintain clustered, NT Domain servers in a switched, gigabit environment located in the basement of the Health Center.

Metro has been implementing PeopleSoft products since 1998. Modules for Human Resources and Payroll are fully implemented using Oracle; Payables and Receivables are in progress. Metro plans to install 3,000 new PCs, 50 printers, and 10 laptops. There are no plans to install new Macintosh computers, however, support for the platform will continue.

Costs

In 1999, MHD resolved 24,127 incidents (21,944 at Tier2; 2,183 at Tier3). The total cost of running MHD in 1999 was approximately \$1.19M. This included salaries and benefits for 10 FTE at Tiers 1 and 2 (\$437,500), for 5 FTE at Tier 3 (\$701,663) and training (\$50,000). With this, MHD's cost per incident at Tier 2 and 3 was **\$49.29**

Also in 1999, Metro paid outside contractors \$540,000 for PC, Macintosh, and printer support (approximately \$100 per CPU and \$75 per printer per year). These contractors resolved 1,623 reported hardware incidents. **Metro's hardware cost per device in 1999 was \$332.71.**

DELIVERABLES

Business Model Overview

Please describe the general business model(s) used to direct source help desks to the enterprise. This section should include the types of customers you support (small, medium, large, or carrier grade enterprises), the companies you partner with, the general commercial applications you support (e.g., PeopleSoft, Oracle), and your methodology to maintain cost-effectiveness while providing a high availability and high volume call center for help desk support?

Service response:

Experience

How long have you been a direct source for help desk services? 1 Year

Who are some of your largest clients? 3Com, Mentor Graphics, Asante, Ameriquet

What are your base qualifications for help desk staff and do you have a continuing education requirement?

Service response:

Support Coverage

Does your service include on-site installation, setup, and configuration of operating systems and application software?

Do you maintain asset inventories of hardware and software? If so, what software application is used?

Do you provide end users with hands-on, video, or Web-based training?

Service response:

Application Support

Please indicate which Metro applications you support.

- Macintosh System 6x and above
 - McAfee Anti-virus
 - Netscape
 - Office 4.2 and above
 - Reflection
 - Word Perfect for the Mac
- Palm OS and Desktop
- PeopleSoft
- Print spooler
- Windows 98 Second Ed
- Windows NT 4
- Windows 2000 Pro
 - Adobe Acrobat
 - McAfee Anti-virus software
 - MS-Office 95, 97
 - MS-Office 2000
 - Netscape Navigator 4x and above
 - Netscape Communicator 4.51 and above
 - Oracle 8i client
 - Reflection

In addition to the above, please indicate what other operating systems, desktop applications, and Internet applications you support. If necessary, include a separate document.

Do you support account management such as create, delete, modify, and change passwords for NT Domains, Active Directory, and/or Novell Directory Services.

Service response:

Delivery Mechanisms

Will you come on site to determine the size and scope of help desk requirements? Yes

Do you provide the necessary tools like integrated voice and data applications and remote control applications for the call center? Yes

* Do you implement a form of knowledge management (KM) to support your service? If so, please describe a KM solution you have provided to a customer? Yes

Service response:

[Global Network](#)



Enables large groups of knowledge workers to immediately find tacit knowledge within their organization that exactly matches the subject matter of their inquiry. Collaborative data is captured by the individual, as well as by the organization, for re-use across the enterprise. Management and analytical tools feature a complete tacit knowledge inventory, and monitor tacit knowledge flow among all registered users.

[ITInfoSource.com](#)



A global IT support site for IT professionals to partially or entirely augment internal enterprise support to a global network of 2000 technicians; a group managed, motivated, and administered via Raging Knowledge.

Terms & Conditions

MHD's Service Level Agreement (SLA) includes the following conditions. Please indicate whether your solution could meet the requirement by placing a check next to it.

- Answer all phone calls within 2 minutes.
- Respond to all voicemails within 4 hours
- Respond to all E-mails within 2 hours
- Schedule on-site visits for supported software within 5 days
- Triage high priority calls to Metro engineers or service contractors within 10 min.
- Triage normal priority calls to Metro engineers or service contractors within 30 min.
- Track all triaged calls to engineers and contractors

- If you have other suggestions for SLA provisions that would improve service, please detail them.
 - A major problem inherent in supporting Windows systems is the issue of systems becoming dated before the end of the technology cycle. There is an alternative to using dated deployment tools and services to roll out systems and updates across your enterprise.
 - By taking advantage of new deployment and migration tools and technologies, a typical enterprise can reduce its new PC setup and installation costs by as much as 55 percent per year.

With years of project and consulting experience 911helpline.com brings a unique mythology of managing information technology. We provide certified top rate consultants available 24/7 to help you deliver software using PictureTaker© with Netagent© to "push updates to your client PC's. As well we use these superior products to enhance technology rollouts.

Easily integrate into existing call center environments, working with existing call

management and contact management systems. Fully scalable architecture will handle your company's needs whether your "call center" is one person, or 150 people.

By utilizing web-based technology, 911Helpline.com has created a cost-effective network and PC support and deployment environment

Do you define and implement escalation procedures between traditional help desk tiers 1, 2, and 3? If so, can you provide us with a working definition and implementation?

Service response:

Systematic Quality Assurance

Can you provide Metro with the following statistics at regular intervals?

- X_ Total calls or incidents reported: Hardware and software
- X_ Response Times
- X_ Call durations
- X Open call queue status
- X_ Hold queue status
- X_ Average mean time to resolution for all incidents

What software do you use for problem identification and call tracking? NetAgent

Do you provide customized, monthly management reports? If so, can management obtain live reports from a Web-based reporting tool? Yes

Service response:

Activity Description	Service Level	Attainment Level	Data Source	Measurement Frequency
Average Call Hold Time	60 seconds or less	95%	Telephone Switch Call Management Software	Measure Daily, Report Weekly
Call Abandonment Rate	7.5% max	95%	Telephone Switch Call Management Software	Measure Daily, Report Weekly
Average Call Talk Time	This level will vary based on call types incurred at Broadcom. It should be established once there is a history of calls. We will suggest a call escalation after .05 hours	Establish based on history	Telephone Switch Call Management Software	Measure Daily, Report Weekly
Resolution Rate	80% of resolvable calls standard software calls	95%	Help Desk System	Measure Daily, Report Weekly
False Dispatch Rate	7.5% max of dispatched calls	95%	Help Desk and Dispatch System	Measure Daily, Report Weekly
Internal Break/Fix Dispatch Call Response Time	This response time will be established based on call type. Responded to within 2 hours. Mission critical calls will be responded to as first priority.	90%	Help Desk and Dispatch System	Measure Daily, Report Weekly
Dispatch Call Closure Time	Calls that do not require a part - closed in 2 hours and updated in the	90%	Help Desk and Dispatch	Measure Daily, Report Weekly

	<p>Call Center Web System within 4 hours.</p> <p>All parts will arrive on-site within 16 business hours (pc clones will be addressed on a best effort basis). Broadcom has the option to stock mission critical parts through the Entex call center.</p>		System	
Customer Satisfaction	<p>Measurement of Customer Satisfaction will be done as follows. When a help desk ticket is closed an automated customer satisfaction survey will be emailed to the end user. Entex will provide accumulative reporting on all surveys received (statistically a lower percentage are returned from EUC on a regular basis) to the Broadcom Management Team for review.</p>	95%	Customer Satisfaction System	Measure Daily, Report Monthly
Dispatch Nationally (NFSO support external to Broadcom Park)	<p>Arrival on-site will occur within 4 business hours. For calls that do not require a part, calls will be closed within 2 hours and updated within 4 hours.</p> <p>On-site parts inventory - call will be closed within 4 hours. No on-site inventory, parts will arrive within 16 business hours and call will be closed 4 hours from on-site arrival. PC Clones will be addressed on a best effort basis.</p>	90%	Dispatch System	Measure Daily, Report Weekly
Projects	<p>Changing of specialized resources will require a lead time of (2) weeks to ensure availability. Entex will attempt to fill resource requirements on a shorter notice, but it will be on a best effort basis. Entex will organize all aspects of projects to include equipment, scheduling and resources necessary.</p>	90%	Help Desk and Dispatch System	Measure Monthly
On Demand Reporting	<p>Reporting that is requested at a time that varies from our normal reporting schedule will be addressed within 30 minutes of the request</p>	90%	Help Desk and Dispatch System	Measure Daily, Report Weekly

911Helpline will provide WEBCESSITY with reporting. Standard performance reports monthly.

Aspect Reports

1. 911Helpline.com Incoming Call Distribution
2. 911Helpline.com Daily Call History

The 911Helpline.com Aspect reports will allow CLIENT to review trends related to the support of their end user community.

The data provided in the 911Helpline.com Incoming Call Distribution report shows how quickly 911Helpline.com responds to end user calls and how well 911Helpline.com maintains the established service levels.

The 911Helpline.com Incoming Call Distribution report graphically displays the call distribution, in half-hour increments, during an average day. This information will show how many incoming calls were received and the time of their arrival. This report can be used to identify peak and off-peak hours.

The Daily History report graphically displays the call distribution throughout the week. This report will depict whether the end users call more on Mondays than on Fridays, for example.

The two reports display how often caller's hang-up before they get an answer (Calls Abandoned) and what their tolerance level is for holding (Average Abandon). Both are key components to customer satisfaction.

Most importantly, both reports display the average queue time. Average queue time is the statistic that measures on the average how long a caller is waiting until their call is answered

PowerHelp Reports

Detailed Closed Call Report

The 911Helpline.com PowerHelp report will allow CLIENT to review the detail behind an end users call and trends related to the support of their end user community.

The PowerHelp report includes the end users name, the end users telephone number, and the problem description along with the date and time of the end users support request. The Detailed Closed Calls report displays the resolution of the end users support request and the product involved on the call.

Integration

Do you support customized application support for PeopleSoft, Enterprise Resource Planning or Customer Resource Management? Yes

Do you provide consulting services in knowledge bases and delivery mechanisms that will support Metro's vision? Yes

Service response:

Implementation

Will you assign a dedicated account representative to Metro? Yes

Can end users at Metro begin receiving services 30 days after a signed contract? Yes

Service response:

- 911Helpline.com will utilize a SPOC (Single Point of Contact) model.
- 911Helpline has designed an integrated service delivery model that supports all of the elements included in Webcensity distributed computing environment. 911Helpline understands that CLIENT requires a Single Point of Contact (SPOC) solution. Client personnel can call one phone number to request a breadth of support services and be assured that their request will be routed to satisfaction.

SPOC will ensure all calls will be logged. For any call that will be warm transferred to Client, SPOC will ensure the call will be closed to complete the call.

Cost

Please note that cost information is vital to our research. If you foresee a problem with this, please contact Sean Doherty (315-443-2577, sdoherty@nwc.com) as soon as possible.

How will you charge Metro?

- \$17.50 Fixed monthly cost per user (6,000 users)
- ___ Fixed monthly cost per platform (4,250 platforms)
- ___ Annual subscription
- ___ Prepaid call packs
- ___ Other volume pricing call packages (please detail below)

Based on MHD's 1999 call reports, can you estimate the cost per incident using your services?

What would you estimate the annual cost to source help desk support to Metro?

Fee/call	\$	3.00	\$	5.00	\$	7.00
Avg. calls/month		30,000		3,000		750

Metro's Next Generation Help Desk

In 250-300 words or less, please outline your solution for Metro's Next Generation Help Desk. Your solution should incorporate and summarize answers provided above and include a cost-benefit analysis in terms of annual costs and cost per incident along with the service levels that you provide at each Tier (1,2,3). You may use your own definitions for layered support and are not restricted to MHD's tiers.

In addition, this section can include other services and/or consultation you can provide Metro? For example, are you equipped to compete with our hardware and network service contracts coming due in September 2001? If so, what will be the annual cost and cost per CPU or other device? Do you have the resources to help us build knowledge bases of clinical information to deliver using Customer Relations Management (CRM)?

911helpline provides a suite of IT support solutions focused on: 1) optimizing the usage of software licenses, 2) scalable web-based PC support, and 3) automated application rollout, updates, and patches. These solutions not only reduce employee downtime and maximize IT resources, they also reduce support costs by at least 50%. While our ASP model provides the lowest total cost, we also license our technology for use within large IT departments.