

# LAND AND EXPAND FROM IT SUPPORT

A METRICNET CASE STUDY

## CASE OVERVIEW

One of North America's premier regional banks recently reevaluated and recompeted its IT support contract, which included both service desk and desktop support, after a three-year tenure with the previous provider. In a significant win, a mid-market outsourcer surpassed the incumbent, securing the contract for service desk and desktop support. Two years into their partnership, the outsourcer was presented with an expansion opportunity, to potentially include the bank's Network Operations Center (NOC) and application development in their service scope.

### IT SUPPORT OPTIMIZATION

➤ MetricNet was retained by the service provider to benchmark the service desk and desktop support, and develop a plan for achieving and maintaining world-class performance

➤ Over 18 months, following the contract award, MetricNet worked with the service provider to improve all their performance metrics to world-class levels

➤ Additionally, MetricNet worked with the IT support vendor to reduce costs and implement automation technologies

➤ Within two years, the IT support provider had reduced their Price per User from \$74 per month to \$58 per month, and improved Customer Satisfaction from 71% to 92%

### A NEW OPPORTUNITY

➤ 18 months after signing the IT support contract, the regional bank issued an RFP for NOC and application development services

➤ The IT support provider, along with four other vendors, bid on the RFP

➤ The IT support provider won the new contract to deliver NOC and application development services

➤ The new contract increased the vendor's annual sales with the bank by almost 500%



**\$16 REDUCTION  
IN PRICE PER  
CONTACT PER  
MONTH**

## SUCCESS FACTORS

- The winning vendor did not have the most experience in NOC and application development, nor did they have the lowest priced proposal of the five that were submitted
- But the vendor had proven themselves to be reliable and trustworthy on the IT support contract
- Moreover, the quality of IT support had improved far beyond what the bank thought was possible
- The bank also cited the annual NOC benchmarks in the vendor's proposal as an important consideration in their selection

**21%  
IMPROVEMENT  
IN CUSTOMER  
SATISFACTION**



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