

## **OUTSOURCING**

### **CUSTOMERS**

#### **CASE STUDY: American Standard Companies**

**Problem:**

The American Standard companies found it increasingly difficult to staff, administer, and maintain its growing help desk and call center. Working with a tight budget, ASC's ability to furnish the complex computer support required by its distributed computing model necessitated additional outside help desk and operational technical support.

**Pointe Solution:**

Pointe was awarded a contract to provide ongoing support to the IT Department of American Standard including providing technical and email support to the corporate headquarters on multiple operating systems. Our staff performed troubleshooting and maintenance of all desktop PC's., responded to help desk calls, supported Unix and Windows network operating systems, and trained ASC staff in the use of desktop systems, network clients, and e-mail programs.

**Outcome**

Computer utilization and overall customer satisfaction improved drastically for all business areas and manufacturing applications at ASC over a 2 year period, reducing the company's total cost of ownership of its call center by 15%