



## IT Service Delivery Assessment

### The Bell Techlogix Difference

**Bell's objective is to create the ultimate end-user experience** that directly results in decreased costs, increased customer retention, new revenue opportunities and improved operational efficiencies for small and mid-sized companies, as well as Fortune 500 companies. Bell focuses on enterprises that are regional and national in scope and excels in specific verticals such as K-12 and higher education. To accomplish this ambitious feat, Bell offers and closely manages a comprehensive set of Project Based Services, Managed Services and Technology Solutions that deliver a seamless and positive experience for end users every time they interact with your organization.

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, Microsoft and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Our assessment services assist IT Executives in better defining their environment relative to industry standards and our delivery services help optimize non-core IT functions and deliver cost savings and improved service levels.

#### Our IT Service Assessment provides the following:

- ✓ Map of current service delivery model;
- ✓ Definitive plan to achieve cost containment and improved efficiencies;
- ✓ Plan to achieve best-in-class service levels and improved end-user satisfaction;
- ✓ Alignment between service delivery model and business goals.

## Business Challenge

The largest cost category for IT organizations involves expenses associated with on-going support and operations of IT services. Anywhere from 65% to 75% of an enterprise's yearly budget is spent to provide service delivery for the distributed computing environment. These services include, service desk, procurement, hardware maintenance, image management, software support, hardware and software deployment, asset management, security, and infrastructure and server support and administration. Additionally, IT organizations are still expected to execute on mission critical IT initiatives tied to achieving the corporate goals and objectives of the current Strategic Plan. The challenge becomes effectively balancing time, resources and focus between these two sometimes competing priorities.

## Bell Techlogix Solution

Bell's IT Service Delivery Assessment focuses on the fact that service delivery support is critical to reducing downtime, increasing productivity and enabling your business to stay competitive. Yet IT service delivery is sometimes only examined when cost savings or budget constraints need to be examined.

Optimizing the service delivery model can have significant impact on the cost structure and the ability to meet service level goals and objectives. Bell leverages over 25 years of experience in IT to assist clients in assessing their current environment, measuring it against best practices and delivering actionable recommendations.

Our IT Service Delivery Assessment examines:

- Service Desk operations;
- Procurement Policies and Procedures;
- Software and hardware deployment;
- Image management and software support;
- Asset management and maintenance;
- Desktop security ;
- Infrastructure and server support and administration.

## Deliverables:

The cornerstone of our IT Service Delivery Assessment is turning data into actionable information that clients can use to enhance their infrastructure and improve planning and budgeting. Bell's detailed analysis and recommendations are provided to clients in a set of easy to understand deliverables, including:

- Examination of key industry metrics and best practices;
- Detailed design of current state and end state;
- An analysis of the gaps and risks;
- Recommendations for action;
- Expected impact on TCO and ROI Analysis;
- Roadmap and Project Implementation Plan.

***It's our business to help you improve yours!***