



Honeywell Federal Manufacturing and Technologies (FM&T)

National Nuclear Security Administration



Kansas City Plant
National Security Asset

THE CLIENT

Honeywell FM&T – NNSA’s Kansas City Plant - Kansas City, MO – IT Managed Services



THE CHALLENGE

Honeywell FM&T IT management was supervising over 40 contractors in various IT positions, in addition to their internal staff at the NNSA’s Kansas City Plant. Many of the positions were deemed critical, but the need for extended periods of support was in direct conflict with Honeywell Corporate policy. Honeywell Corporate policy was changed to reduce the length of time a contractor was allowed to be on-site and the number of extensions allowed; to the point a contractor was only allowed on-site for up to 12 months. Honeywell FM&T recognized they needed a new solution to retain cleared contractors past that time frame to ensure consistent results in providing end user support and ensuring application changes deployed to production had little to no impact on the business. Honeywell FM&T provides enterprise solutions and support for over 3,000 end users, which includes Honeywell FM&T employees, DOE and NNSA employees, and employees in the Nuclear Security Enterprise.



THE SOLUTION

Honeywell FM&T engaged Triple-I to support a “Co-Source” (Managed Services) contract. The Co-Source contract allows contractors to remain on-site providing support for as long as they are employed by Triple-I.

Shared Services provided under the Co-Source contract over the past 9 years:

- Help Desk Level 1, 2 and 3 phone and desktop support.
- Help Desk Level 4 Lotus Notes administrative support.

- PC Maintenance desktop computer repair and one stop services for computer parts, loaner equipment, printer consumables.
- Records Center support to manage and account for over 25,000 boxes in a secure area.
- Quality Testing for purchased and in-house developed software.
- Desktop support for standard desktop software and application deployment to the desktops.
- Telephone Operator services for incoming calls to be directed to the appropriate division.
- Project Coordination for IT projects as part of the Project Management Office.
- Programming support for custom in-house developed classified applications and in-house developed unclassified applications deemed as legacy or sunset technologies.
- Centralized printing service for volume printing of in-house generated reports and special binding requirements.
- Video conference room equipment support, room scheduling and setup.
- Executive support and problem resolution.
- On-site service delivery manager to coordinate and oversee the services provided.



THE RESULT

Triple-I has met or exceeded all Service Level Agreements (SLA). Some of the specific results achieved include:

- Answered 100% of daily incoming calls to the Help Desk more than 24 times in the past two and a half years, generating a Zero Percent Abandoned Rate. Target SLA is 10.5% each month and average call volume is over 3000 calls per month.
- PC Maintenance reduced on hand parts inventory from over \$500K to less than \$50K and improved accountability from Zero percent to 99.5%.
- A Records Center technician designed the first complete on-line index for the Kansas City Plant, eliminating the need for every department to keep paper files in order to know what boxes or folders stored in the Records Center. The interface had a zero-footprint and allowed access to data without a full client, saving over \$10K in software license costs annually.
- Enabled a \$20K cost avoidance for desktop warranty packages from the vendor. A PC Maintenance technician researched the most commonly failed parts in desktops in use that were fast approaching the end of the three year warranty and determined it would only cost \$10K per year to buy parts to make repairs versus \$30K per year to purchase the extended warranty.

“As Individual As You”

