



IT Managed Services

IT Managed Services is the practice of transferring day-to-day related responsibility for all or some components of your IT infrastructure to a business partner as a **strategic** method for improved performance. We help our clients realize improved performance and achieve lasting value through improved IT operations, predictable costs, reliable results and measurable performance improvements. While technology, tools and processes are important, it is our experience that the primary requirement for a successful managed services relationship is trust.

Our 40 years of experience in the government and commercial space allows us to draw upon the collective knowledge of our organization to provide and implement actionable recommendations for our clients that yield immediate results. A few examples of how we are **currently** helping organizations achieve lasting value:

- Honeywell FMT – Triple-I has operated Honeywell FMT’s internal IT Help Desk at the Kansas City plant since 2003. The following metrics are examples of the results that have been achieved in that time.
 - Process improvements in PC Maintenance has increased handling consistency and improved customer satisfaction by 70%.
 - Process and workforce management improvements in Help Desk Phone Support have resulted in being able to handle greater than 3,000 calls per month, with 25% fewer staff while improving customer satisfaction by 80%.
 - Use of best practices has resulted in Web Application Test cycle time reductions by 67%.
 - Improvements in Inventory Management procedures have resulted in an 80% reduction of on-hand inventories and accountability of inventory has improved from 0% to 99.9%.
 - Workforce management flexibility has resulted in achieving a 0% Abandoned Call Service Level Agreement (SLA) more than 24 times.
- U.S. Army Combined Arms Center – Triple-I was engaged to provide IT operations and maintenance support for the CAC Multi Source Assessment and Feedback (MSAF) office leadership development program. Triple-I has responsibility for the entire IT infrastructure including hardware, software, website, operating systems, databases, networks, and security systems.

We offer a flexible set of services to provide our clients the right IT infrastructure at the right cost to support their business needs and achieve lasting value.

IT Operations

Consistently delivering IT services that meet the needs of a business is an increasingly complex undertaking due to the explosion of technology and the increase in security risks and vulnerability of critical corporate information. Our IT Operations service offering helps to manage that complexity. We enable our clients to:

- Transform IT operations to become a more effective enabler of business needs through practical application of established best practices and proven business processes.



- Achieve more efficient IT operations with predictable costs.
- Lay the foundation to deliver consistent, quality services as demanded by the business.
- Rapidly implement new technologies with reduced risk.
- Drive continuous improvement through disciplined adherence to a quality improvement program.

Help Desk

Our Help Desk service offering provides our clients with a low-cost single point of contact for all technology incidents and requests. Our Help Desk achieves demonstrable value for our clients through the following:

- Maximize resolution on first contact.
- Lower abandoned call rate.
- Manage all escalated incidents and problems through to a timely resolution.
- Improve service levels through implementation of proven best practices and processes.
- Achieve more efficient help desk operations with predictable costs.

Drawing upon our extensive Help Desk experiences Triple-I developed a robust IT Help Desk Toolkit that provides our teams the ability to quickly launch and operate an IT Help Desk. The toolkit includes an integrated, best practice capability that provides implementation and operational guidance for project teams. It consists of a comprehensive process diagram and a set of rigorously defined process descriptions, job descriptions, SLA definitions, Help Desk communication templates, FAQs, User Guide, a wiki and training guides.

Workplace Support

Managing the diverse end-user computing environment in an increasingly mobile world where employees are demanding more flexibility in and personalization of their workspace devices is an increasing challenge for IT departments today. Our Workplace Support service offering provides end-to-end management of our clients' computing environments – asset inventory management, desktop, file and print, mobile devices - enabling a secure, stable computing environment with more effective and satisfied employees.

Our Workplace Support service offering achieves business value for our clients by:

- Improving user productivity with faster software updates and rollouts
- Increasing the availability and use of self-service tools
- Reducing total cost of end-user computing device ownership through more consistent policies and processes
- Reducing security threats
- Improving management capabilities

DIACAP Certification

The Defense Information Assurance Certification and Accreditation Process (DIACAP) is the implementation of risk management to the Department of Defense enterprise information systems. DIACAP provides a standard set of activities, processes and tasks required to accredit and certify a system for use within the DoD infrastructure. This standard includes assurances that accredited systems will preserve Information Assurance (IA) throughout their life cycles. IA mitigates risk to information by limiting vulnerabilities and securing access, but also ensures business continuity of mission in spite of disaster. We are an early adopter and first implementer of the DIACAP process on DoD information systems. Our extensive experience



maintaining IA compliance on existing information systems as well as implementing DIACAP IA on new systems adds a level of experience unmatched by other information technology support teams. We have a streamlined and well documented Standard Operating Procedure (SOP) for the DIACAP review process.

Regardless of the service we provide to our clients our team of experienced, certified professionals understand their responsibility to you as trusted advisors.

Contact us for more information on how Triple-I can help you turn your business challenges into opportunities and achieve lasting value for your company.

“As Individual As You”

