



## **DCi Key Customer - Overview**

This DCi Client is one of the largest environmental services firms in the US. For over a century they have provided environmental engineering, scientific and consulting services to thousands of public and private customers.

Client satisfaction, integrity and quality work is what they are all about. It's why their customers keep coming back at a resounding 94% repeat business rate. DCi has supported this client on a continuous basis since 1982 and has played a role in helping them achieve their exacting performance standards and high customer satisfaction targets. The Client's customers include federal, state and municipal governments; and industrial customers including utilities, chemical, pharmaceutical, petroleum, food and beverages, energy, and transportation companies.

Our Client's staff of nearly 1,700 engineers, scientists, consultants, designers, architects and technical support personnel work in more than 50 company offices nationwide and up to 25 field offices throughout the US; rely on DCi's network services and remote site support. The Client's main offices in White Plains NY and Bergen County NJ house the bulk of their IT Infrastructure and provide nationwide computing services to their associates.

## **The Client's IT Environment**

The customer's major sites are in the New York Metro area in Bergen County, NJ and White Plains, NY. There are about 1,000 employees in Bergen County and 300 at White Plains. Most of the customer's personnel are involved in engineering, design work and project management.

Other customer locations include Buffalo NY with 25-30 employees and another 49 permanent office locations throughout the US. The Client and utilizes another 15 to 25 field locations at various project sites throughout the US. Many field locations are in remote areas.

Customer field personnel utilize leased laptops with standard software configurations loaded and maintained by DCi. The customer's engineering personnel in the NY area utilize IBM CAD workstations.

The customer's IT environment consists of approximately 30 servers, with hundreds of network nodes throughout the facilities. The customer utilizes EqualLogic systems for its storage needs.

The Client established a Disaster Recovery site in Phoenix, with site setup and equipment shipment to Phoenix done by DCi.

The customer operates a VPN for its employees and provides wireless access in its facilities.

DCi works closely with the Client on its priorities for near term IT development work including additional wireless networking and storage enhancements.

## **DCi Services – General**

- Remote and desk side Technical Support
- Hardware and applications troubleshooting support
- Interfacing with multiple vendors and a leasing company.
- Leased equipment procurement, deployment and disposition; integration and training
- Maintains standard user databases, software images, and provides depot support for remote systems
- Routinely exceeds the customer's stringent SLA expectations and provides system performance measurement and reporting
- Additional support requirements including staff augmentation and remote office setup for US locations and sites like Puerto Rico.

## **DCi Services for White Plains, NY, Bergen County, NJ and Client Service Locations - Detailed**

### **DCi's Service Level Agreements**

Dci offers a flexible tiered service level approach that optimizes infrastructure service level delivery at the appropriate price point

**Hardware and Software Support:** Calls are sent electronically from the Client system to the DCi engineer (s) on-site. The engineer responds to all hardware and software related issues and manages calls in the DCi queue. DCi responds to all assigned calls within 2 business hours. Calls that require scheduling due to the nature of the failure or require specific end user involvement will be handled as exceptions.

Coverage hours: Monday through Friday 8:00 AM to 5:00 PM or as scheduled by mutual agreement. DCi performs services with dedicated on-site engineers. DCi maintains a cache of spare parts at the on-site locations. The Client supplies a dedicated secure area for DCi to stock spare parts. The on-site stock will be replenished from DCi's main warehouse located at its Teterboro, New Jersey facility.

- Install and support all currently deployed Client application software and operating systems
- Expedite the timely disposition of all leased equipment. This involves the configuration of new equipment for individual use, transferring user data, installing special software not in standard images as well as re-imaging off-lease computers in preparation for packaging and shipping
- Maintain and manage user accounts including network rights, restrictions and profiles as directed by client.
- Setup new desktop/laptop/tablet/servers for remote locations
- Update the Client's inventory regarding additions/deletions/corrections as required on Trackit software
- Assist the Client coordinators with all lease returns, desktop setups, new equipment, software and licensing
- Act as liaison between the client and computer vendor on all warranty and service issues
- Oversee software licensing through Trackit, as well as fielding user requests for new applications
- Perform physical onsite inventory of all hardware
- Assist the Client in hardware and software procurement
- Troubleshoot wireless networking issues
- Create and upgrade computer images
- Support and troubleshoot handheld products.
- Assist in software upgrades and rollouts
- Interact with all vendors providing computer related office supplies

- Administer global connection clients for laptop and home computers accessing the client's VPN.
- Compose and publish "Tech Tips" to provide users with information about useful techniques and procedures

**Help Desk Support:**

DCi provides dedicated help desk engineers in White Plains, NY. The engineers answer hardware and software related calls from the Client's users. They perform hardware and software assistance to resolve user issues. Coverage hours: Monday through Friday 8:00AM to 5:00PM or as scheduled by mutual agreement.

Specific Duties include:

- Track and document all client issues in CPR.
- Assist and instruct users in daily computing procedures
- Setup Proximas and desktops for presentations.
- Maintain and track Proximas, digital cameras and loaner laptops in the Client's log.
- Create bi-weekly CPR report and distribute to the Client's management.
- Copy CD's for backup and users as required.
- Troubleshoot remote dialup and VPN issues.
- Generate client ETS timesheet passwords.
- Provide support for Paperport and scanning software.
- Support wireless connectivity.
- Use AD to support users with password and rights issues.