

Managed Services



Zones designs custom-built turnaround solution for a major American insurance company.

Headquartered in the Midwestern U.S., the client is a large insurance company on the 2019 Fortune 500 list of the largest US corporations, with over 45,000 employees and offices around the world, included on the 2019 Fortune 500 list of the largest US corporations. After working with a competitor's solution for 15 years, the client was looking for a timely and cost-effective custom-built break/fix solution that would eliminate the need for an onsite field representative. Zones' team collaborated with the client to provide a customized solution that allowed for rapid repair and replacement of units within 24 hours. This saved time and cost for the client and led to increased productivity.



Required a break/fix solution that would eliminate the need for an onsite field representative.

24-hour custom-built program enabled cost savings of \$200,000 a year.



'Spare-in-the-Air Depot' program cuts down lead time and costs, and leads to higher productivity.

Streamlined repair and replacement in record time.



Challenges

- Lack of a cost effective and timely approach to fix/repair notebooks and desktops.
- Need for a break/fix solution that would eliminate the requirement for an onsite field representative.
- Need for a 24-hour solution that would help to scale productivity and save on cost.



Solutions

- Zones delivered a custom-built 'Spare-in-the-Air Depot' solution to address the client's specific business needs.
- Built an SCCM server at its Technology Solution Center to allow for rapid examination, repair, and replacement of units.
- Zones' best-fit solution of examine, deploy, and repair in record time saved the client time and money, and increased productivity.



Results

- A 24-hour repair and replace solution leading to higher productivity.
- Zones' custom-built program helped the client save \$600,000 over three years.
- The client can now simply send devices to the Zones Technology Solution Center and expect results within a day.

Managed Services

The Challenge

The client was facing challenges with a competitor's ineffective break/fix service solution that they used to break/fix desktops and notebooks directly in the field for the last 15 years. Once the client called the competitor's help desk and logged an issue for a defective system, it could take the competitor up to 48 hours to deploy a field representative on-site to determine the problem with the machine. This was working out to be time consuming and expensive, resulting in unforeseen downtimes, low productivity, and higher costs. The client was seeking an experienced partner who could provide a cost effective and timely custom-built solution to examine, deploy, and image units using their network. They were looking for a 24-hour break/fix managed services solution that would eliminate the need for an onsite field representative. The challenge was to streamline repair and replacement in a manner that would save the client on cost and several days on lead time.

The Solution

Zones provided a cost-effective approach called a 'Spare-in-the-Air Depot' program. Zones looked at the client's historical break/fix data over three years and recommended that they send 5%-10% of customer owned inventory to Zones to start the program and seed it. The client's SCCM servers were located in Zones' Carol Stream Technology Solution Center and allowed Zones to deploy and image all the client's units from their network. This service eliminated the need for an onsite field representative and enabled a quicker, more efficient resolution. Once the client's replacement desktop/notebook reached Zones, it was loaded with all necessary and relevant files and programs, replicating the software and applications installed on the defective unit. When Zones received the client's order to replace a defective desktop and/or notebook, Zones imaged the replacement unit from their seed stock and shipped it out to the customer. The customer put the defective unit in the box that the replacement unit arrived in and used the FedEx prepaid label provided by Zones to ship the unit back to Zones. Once Zones' Repairs Team verified that the unit was still under manufacturer warranty, they put it back into the client seed stock to be utilized again. If the unit was not under manufacturer warranty, Zones would fix the unit only upon approval from the client on the costs involved in fixing it. If the client found the costs too high, they would request Zones to destroy the machine. This custom-built solution by Zones saved the client several days in lead time, cut down costs significantly and led to increased productivity.

The Results

With Zones' efficient and customized solution, the client was up and running within 24 hours as against the previous timeline of three to four days for their units to be replaced. The solution also increased productivity by 100% and saved the client around \$600,000 over a span of three years. Compared to when the competitor was dispatching onsite field representatives multiple times a year to diagnose an issue, the client can now simply ship the devices over to the Zones' Technology Solution Center and expect a resolution within a day.

// *This really has been a game changer for us allowing employees to be up and running on the next business day, and it has resulted in substantial financial savings of around \$100,000 per year.*

Senior Manager for Client Experience

Visit [zones.com](https://www.zones.com) or call **800.408.ZONES** today. First Choice for IT.™