

Lifecycle Management & Managed Services

Zones introduces a dedicated help desk to improve operational efficiency for a leading consumer products distributor.

Headquartered in Southern California, the client conceptualized, designed, sourced, and distributed consumer products to the country's largest retailers. They also crafted original industrial designs and best-in-class packaging. The company nurtured strong relationships with multi-department retail outlets comprising diverse product lines such as toys, electronics, home décor, and more. As an end-to-end service provider and a vertically-integrated supplier, they were a key vendor and a trusted sourcing partner for retailers. However, outsourced processes resulted in a lack of streamlined coordination and control, resulting in poor partner experiences. Workforce constraints and time zone issues further hampered operations. Zones partnered with the client to set up a dedicated help desk to enhance overall operational efficiency.



CHALLENGE

- Outsourced processes hampered operational efficiency.
- Limited resources on the IT team resulted in manpower and bandwidth challenges.
- Operations spanning varied time zones impacted communication efficiency and adherence to timelines.



SOLUTION

- Zones implemented the Zones Discovery Service (ZDS), an asset management tool that provided the client with complete insight and greater control of their entire IT landscape.
- Introduced ticketing and help desk services to address IT support and customer servicing issues.
- Proposed a migration and tenant movement approach in Hong Kong for improved international integration.
- Developed an enhanced client acquisition approach for faster resolution and better-quality of responses.



RESULTS

- Savings of 20% on costs and 30% on man-hour utilization on an average.
- Increase in market share and expected gains on the return on investment (ROI).
- Improvements in overall efficiency levels and enhanced user experience.
- Stronger OEM partnerships and improved strategic planning processes.

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THE CHALLENGE

Business growth and scale of operations compelled the client to outsource many of their processes and activities. However, this resulted in inefficient operations and poor streamlining of activities across divisions. It impacted internal productivity and resulted in poor partner and customer experiences. The client also faced manpower constraints with only two resources on their IT team; lack of robust systems further hampered the team's efficiency. The client also found it challenging to adhere to stringent timelines and ensure seamless communication between members of their international teams, spread across different time zones.


THE SOLUTION


Zones partnered with the client to develop a focused technology strategy by 2021 by implementing several best-fit solutions, including planning and budgeting best practices. Zones implemented the Zones Discovery Service (ZDS) - an asset management tool that provided the client with complete insight into their entire IT landscape. Details included hardware, software, licensing information, and other critical details including the number of purchases vs. installations, workstations running the software, the software manufacturer's profile, etc. The Zones technology team worked with the client to develop and implement a dedicated help desk to address pressing IT problems and customer service issues. Zones also worked with the client's team to address concerns on security and licensing of Microsoft products and services. The team also proposed a migration and tenant movement solution in Hong Kong to help the client fully integrate their international teams, which helped address cross-team collaboration issues across different time zones. Collaborating with the client on their customer acquisition methodology helped drive prompt, high-quality responses. Zones went the extra mile, rendering out-of-scope support to help address issues with the client's server during the holiday season.


Zones is working with the client to develop a comprehensive VMWare solution to facilitate improved cloud governance. Plans include training support in cloud migration and Zones Help Desk services.


THE RESULTS

With Zones' timely and collaborative approach, the client could build strong OEM partnerships, improve their strategic planning process, and re-align major disparities in their work process and customer solutions for improved efficiencies. Zones helped the client successfully eliminate vendor lock-in issues with a variety of Software as a Service (SaaS) and Infrastructure as a Service (IaaS) solutions. Quantifiable benefits included 20% greater cost savings and 30% higher manpower utilization on average, plus a likely increase in market share and ROI. All these efforts ensured increased efficiencies across the supply chain, lower utilization time and man-hours, improved time-to-market, and enhanced user experiences.

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Implemented several customized Software-as-a-Service (SaaS) and Infrastructure-as-a-Service (IaaS) solutions.
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Developed a focused technology strategy spanning several customized, best-fit solutions to address the client's challenges.
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Integrated asset management, ticketing, and help desk solutions improved operational efficiency across the board.
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The client experienced 20% savings in costs and 30% savings in manpower utilization, plus a likelihood of increased market share and ROI.

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