

OFFICE SUPPLY MANUFACTURING FIRM

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AN OUTSOURCING AGREEMENT WITH WEST MONROE PARTNERS OFFERS AN EFFICIENT WAY TO MANAGE INFRASTRUCTURE.

THE CLIENT

The client manufactures and distributes labels, filing and index systems, and other office supplies. In business for more than 50 years, it has a strong sales and marketing platform, enabling it to offer a multi-dimensional “distribution to end-user” strategy.

IT SUPPORT TO KEEP THE BUSINESS MOVING.

The client does not maintain an internal IT department, instead turning to outside providers for assistance with key systems needs. Specifically, the company needed a partner to support several needs:

- ◆ Troubleshooting issues with servers, networks, applications, and databases.
- ◆ Providing help-desk and desktop support and fast response to system users.
- ◆ Staying current with technologies that could be beneficial to its business.
- ◆ Managing larger IT projects and initiatives.

The company needed to ensure that its business would not be slowed by system outages or other IT issues.

A FLEXIBLE APPROACH FOR OUTSOURCING IT.

Based on word of mouth, the client selected West Monroe Partners to provide outsourced IT services. The company was attracted by West Monroe Partners’ flexible approach and willingness to be available as needed; its reputation for outstanding client service; and its expertise in the company’s network, application, and desktop technologies.

West Monroe Partners has deep expertise in networking and infrastructure maintenance and support, enabling it to respond to just about any issue that the company faces. West Monroe Partners also has the architecture and design experience to provide recommendations for making the company’s infrastructure more efficient and for processes that will better support its business and users.

Because the client’s needs vary, it was looking for a partner willing to provide a flexible approach for managing its IT requirements. Providing flexible arrangements tailored to clients’ needs is one of the principles on which West Monroe Partners has built its business.

RELIABLE SERVICES FROM A DEDICATED TEAM.

As part of the outsourcing arrangement, West Monroe Partners provides the following services:

- ◆ Support for the network, servers, desktops, applications, and databases.
- ◆ SQL server troubleshooting and support.
- ◆ Support for custom applications by installing them on new PCs and troubleshooting as necessary.
- ◆ Printing support.

Dedicated West Monroe Partners technology specialists are on call, as needed, to provide these services each month.

COST-EFFICIENT OPERATIONS AND BETTER INFRASTRUCTURE.

As a result of its arrangement with West Monroe Partners, the company has realized a number of benefits:

- ◆ It has saved money on IT costs by outsourcing services to West Monroe Partners and having West Monroe Partners work on an as-needed basis, rather than calling in a variety of vendors. The West Monroe Partners team members are highly familiar with the company’s systems and applications and able to provide support faster and more efficiently.
- ◆ Problems and issues are addressed faster and more accurately, enabling greater productivity, staff satisfaction, and business continuity.

As a result of service provided to date and the quality of support, the company chose to work with West Monroe Partners when it later embarked on a complete infrastructure upgrade.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients’ most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.