



SOUTH HUNTINGTON CASE STUDY

Several years ago South Huntington School District contracted Custom to provide them with the required technical resource to provide desktop service and support to the entire District's end user community.

Custom's role was to provide help desk support to diagnose and repair end user problems on Dell desktops running various versions of Microsoft Windows Operating Systems. We were responsible to troubleshoot, diagnose and repair desktop hardware; troubleshoot and support software applications; and assist the District's Network Administrator with the installation, configuration and maintenance of all software applications on the network.

The following year, as the District's technical infrastructure expanded and became more complex; the IT Director recognized the need for additional support. Due to the "professionalism, responsiveness and follow through" of her current Custom support staff, she decided to use CustomStaff+ to further expand her support team and added an additional desktop support technician from us.

One of the things that separate Custom from other companies that provide this service is our attention to detail. In this case that meant ensuring that not only we provide the best **technical** resource, but making sure that the right fit for both the **client** environment as well as chemistry with the current team are taken into consideration. After placing our second resource at this account, the camaraderie and teamwork quickly developed to turn them into an effective and dynamic support team. They were a team that pushed each other to the next level; that supported each other's weaknesses, and together were able to get their arms around everything in the District that was related to desk side computing and their end users.

An additional benefit of using Custom is the breadth and depth of our technical resources. With over 200 technical people on staff and a wide network of partners, there is very little that we can't do. This proved to be useful to the District and within a couple of years, after careful analysis of the typical school year, the District determined it would be best to employ additional resources for "back to school" periods. South Huntington's history with Custom proved that we would send in "best in class" for the technical level required, and again chose to engage Custom for this requirement.

As client needs vary and grow, as a trusted partner, Custom is there to help. Given the vast array of technical personnel on staff, Custom has the ability to provide the right people for the right results. Whether it's a break-fix technician or a senior network engineer, Custom can customize a solution to fit the specific needs of its clients and South Huntington was no different.



When the District began to lose faith in its current network support provider, it once again turned to Custom for help. They turned to us to assume responsibility for network maintenance and support and to add yet another desk side support technician. This has been in place since June 2007 and the District has been truly impressed with our staff and our service delivery. Due to Custom's responsiveness, reliability and customer service driven philosophy, we have grown from one technician to a team consisting of one network engineer, one senior technician and two technicians. More importantly, since Custom began providing support for the District, according to the IT Director, end user satisfaction increased and downtime is non-existent. To quote her directly:

“The use of CustomStaff+ has absolutely increased end-user satisfaction. Users often comment on how the time it takes to troubleshoot and resolve issues has gone from 2 to 3 days to under 24 hours since Custom came on board. Additionally, when Custom's staff came into the District, they took the initiative to create and organize a new ticketing system which has also contributed to quicker turn around time and thus increased user satisfaction.

Since Custom has assigned their engineer to South Huntington, there has been zero downtime on our systems. This is largely due to his proactive approach with system maintenance and acute awareness of the optimal time to perform such maintenance tasks. Additionally, his communication skills are exemplary and I receive timely communications on all critical issues within the District. “

Now in our 5th year at South Huntington, Custom continues to play a vital role in the health and maintenance of its infrastructure and technology services.