

## **Transforming Field Services: IT Providers Guide to Better Services, Lower Costs and a Competitive Advantage That Drives Your Business**

The desktop support processing has not had significant advancement or any major development for more than fifteen years. When a computer had technical issues 15 years ago, the end-user called the helpdesk and a desktop support technician was dispatched to manually resolve any problem the client may be facing. Fast forward to 15 years later, the same conventional and traditional support processes and methods are being utilized. However, data has gotten larger, more applications are installed and computer systems have become increasingly complex. Additionally, malware and viruses are present in abundance, making their removal and cleaning more challenging. Each day, applications, operating systems and hardware components are being updated with new files, exposing new software vulnerabilities and issues. As a result, the user is faced with a number of trouble areas that may become big obstacles down the line.

### **Impact on Field Services Teams:**

- No recognizable differentiation between IT field service support organizations
- Race to the bottom on labor costs
- Shrinking single digit margins

### **Identifying What to Transform:**

To identify what actually needs to be changed, we apply our in-depth knowledge of the Field Services process and interview a number of IT Providers. Small Medium Business (SMB) had to face challenges much different in nature than large enterprises, but there were many similarities as well. Below are differences and similarities that have a big impact on your internal IT processing methods:

1. In SMB, device inconsistency within and between customers increased the complexity and restoration time.
2. Both SMB and large enterprises are doing their best to drive customers to standards.
3. Reimage and restoration times currently range from hours to days. Some events cost more to fix than the value of the PC itself.
4. Positive customer experience is difficult and challenging to attain. For example, to reload a system and get it back to what the customer had is difficult due to selective availability of media, data locations, application configurations and personal settings.
5. All businesses stated that the cost of the service is too high, in agreement from the customer and IT organization.
6. User downtime is increasing therefore a substantial decrease is witnessed in user productivity.
7. Majority of software events needed a much more advanced skill set to resolve. In many cases, this redirected team members away from critical projects.

In order to tackle the transformation of the Field Services “as-is” process, all of the above challenges had to be considered comprehensively. The best solution to these problems is the Suryl Guardian process and rapid restore tool suite.

### **Suryl Guardian Process Defined:**

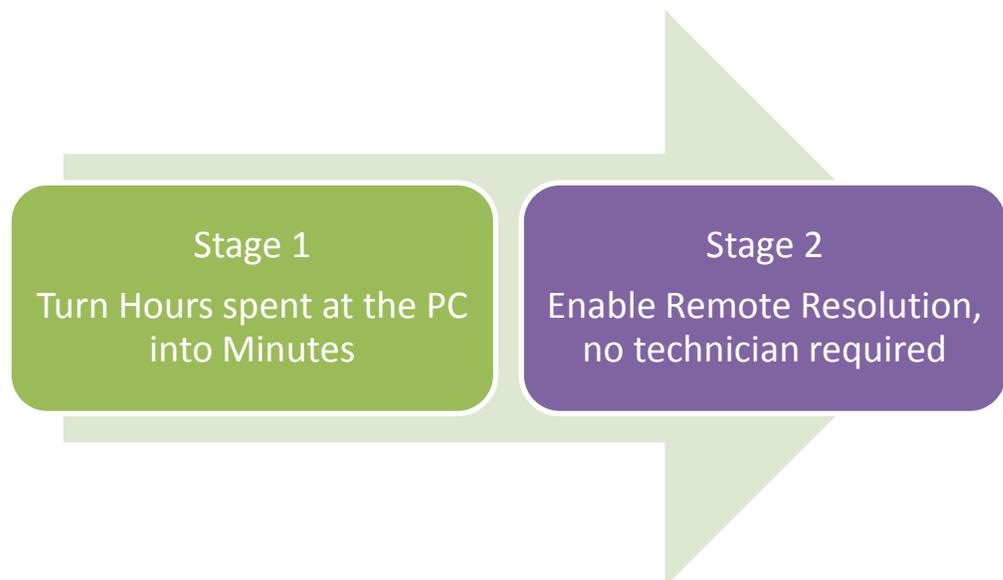
Suryl Guardian is a process and rapid restore toolset that increases the value of the IT Provider for their customers. The biggest driving force in this process is the growing need of an IT Provider that is qualified and has a lot of expertise to offer to the area. The end-user should never perceive that a mere software tool can simply replace your IT Provider, you need something more. However, the tool becomes part of the IT Provider’s toolkit and how they deliver services that leaves their competitors behind.





### Stages of Transformation

In order to effectively transform the existing “as-is” process, we need to understand the “2 phases of Transformation”.



#### Stage 1:

Stage 1 is to take the “as-is” process of PC software events from the current state of hours, and decrease it down to minutes. The average software “break-fix” productivity across the industry is 4-6 events per day, with the Suryl processes, the technician will be dispatched immediately to reach the end-user. Because events are predictable, the Suryl rapid restore process will increase the technician’s productivity to 8-12 tickets per day, the user benefits of this stage are increased via rapid resolution deskside. The benefit the IT Provider enjoys is lower cost per event due to less time spent on the task, better customer experience, and a competitive advantage over all other service providers.

#### Stage 2:

Stage 2 is to solve the user’s PC issue at the Helpdesk level. This can help reduce the need to physically send a technician to the user’s desk. In the Suryl toolset, the helpdesk would use their internal dashboard to find the specific user’s device, review the applicable snapshots, and authorize that device for refreshing. The IT group utilizes their current infrastructure to remotely execute the rapid restore and the event is completed.

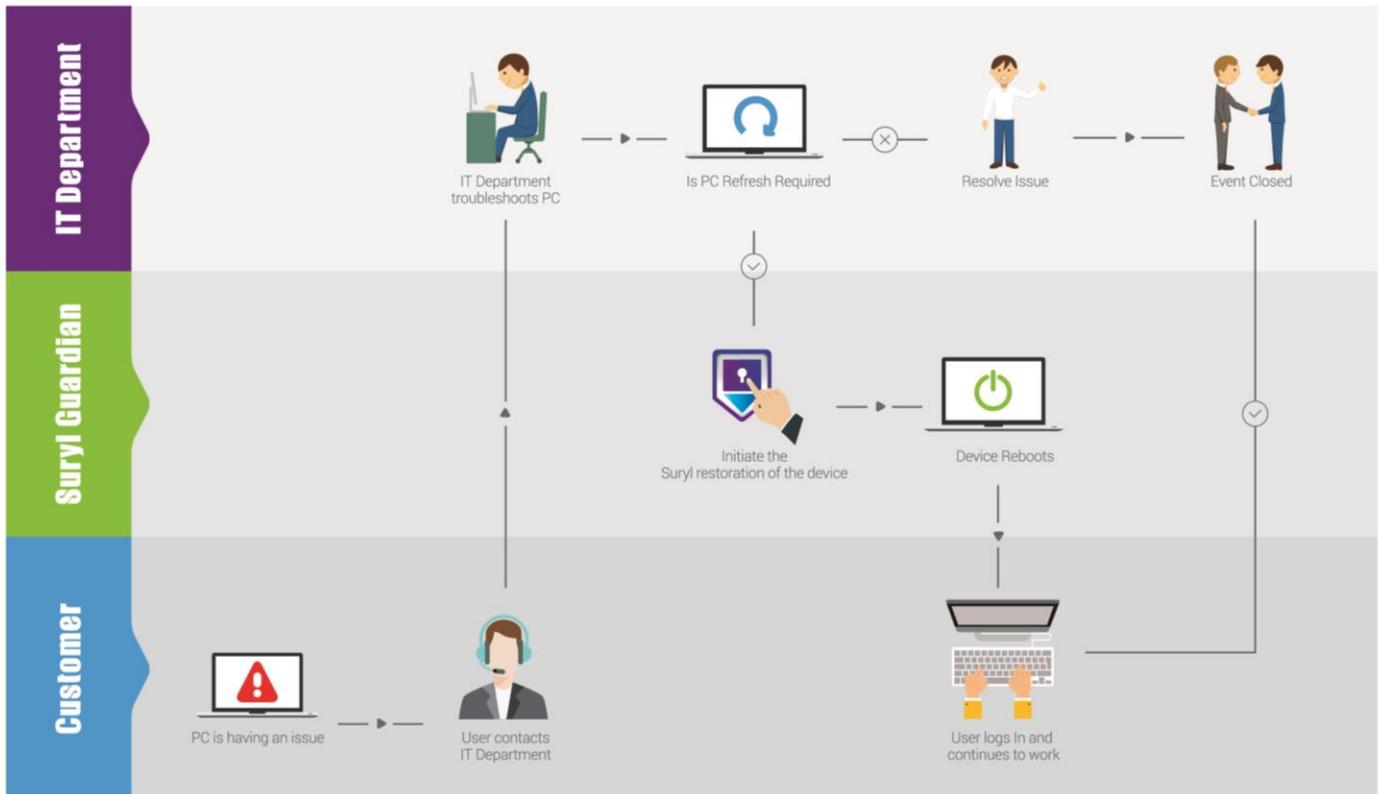


## IT Provider Process and Toolkit:

The Suryl process was designed keeping the conventional IT Provider in mind. The Suryl process and rapid restore toolkit together add value to the IT Providers and further enhance customer relationships by providing a level of service that is not available anywhere in the market today. By adopting the Suryl rapid restore process, the customer will still contact their own IT provider and the IT provider can quickly resolve any issues the clients may be facing by effectively using “their” toolkit, which is Suryl.

## BENEFITS:

### Suryl Guardian Workflow



IT Providers can adopt this transformation to experience great benefits:

1. Minimize the software break-fix time from hours to minutes.
2. Effective single PC restoration processes regardless of PC variability
3. Driving cost out of the processing by:
  - a. Minimizing the time span of the event
  - b. Resolving Issues Remotely
  - c. Giving the rights tools that can effectively enable the user to Resolve.
4. Simple disaster recovery for virus, malware, bad software pushes/updates
5. By minimizing the user downtime, the productivity substantially increases
6. The customer experience becomes more inviting, this fact was not previously realized by many businesses



Suryl ensures that the service providers experience the lowest cost repair prerogative, shifting what used to take hours to resolve all issues in merely minutes. Our goal is to simplify the process and resolution time, which can prove to be the largest field service expense faced by the IT provider. By significantly reducing the time spent in recovering a PC event, labor and overhead expenditure is lowered while customer satisfaction and value is substantially increased.

Contact a Suryl Guardian specialist today at [info@suryl.com](mailto:info@suryl.com)

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