



SURYL

TRANSFORMING FIELD SERVICE

*The IT Providers Guide to Driving a Competitive Advantage with
Better Service and Lower Cost*

The desktop support process has not had significant advances over the past 15+ 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 the issue. Fast forward 15 years later, most organizations are still utilizing such outdated support processes. However, data has gotten larger, more applications are installed and computer systems are more complex. Additionally, malware and virus are abundant, becoming more complex and difficult to clean and remove. Each day, applications, operating systems and hardware components are being updated with new files exposing new software vulnerabilities and issues. As a result, it increases the trouble issues experienced by end-users.

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 needed to change, we utilized our in-depth knowledge of the Field Services process and interviewed a number of IT Providers. Small Medium Business (SMB) had different challenges than large enterprises, but there were many similarities. Below are the top items from the groups:

- ▶ In SMB, device variability within customers increases complexity and restoration time.
- ▶ Both SMB and large enterprises are doing their best using current technology and processes to offer the best service possible.
- ▶ Reimage and restoration times currently range from hours to days. Some events cost more to fix than the value of the PC.
- ▶ 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 media availability, data locations, application configurations and personal settings.
- ▶ All stated that the cost of the service is too high, consensus from the customer and IT organization.

- ▶ User downtime is increasing therefore decreasing user productivity.
- ▶ Majority of software events needed a senior skillset to resolve. In many cases, this redirected team members away from critical projects.

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SAMPLE

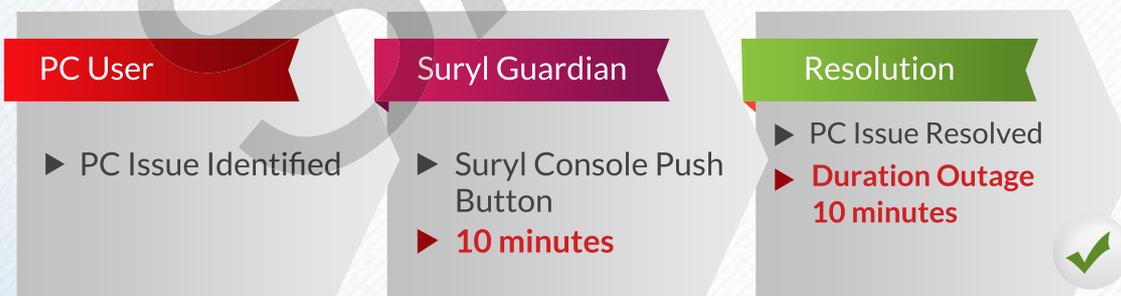
SURYL GUARDIAN DEFINED

Suryl Guardian is a process and toolset that increases the value of the IT Provider to their customers. The main driver in this process is still the need and expertise of the IT Provider. The end-user should not think that a software tool can replace the IT Provider. However, the tool becomes part of the IT Provider's toolkit and how they deliver a differentiated service.

Current Field Services Process



Suryl Guardian Process



IT Providers adopting this transformation will see the following benefits:

- ▶ Take software break-fix events from hours / days to minutes.
- ▶ Single PC restoration process regardless of PC variability.
- ▶ Drive cost out of the process by:
 - a. Resolving Issues Remotely.
 - b. Giving the tools to enable the user to Resolve.
- ▶ Simple disaster recovery for virus, malware, bad software pushes / updates.
- ▶ User downtime is minimized thus users are more productive.
- ▶ Increased customer experience never before realized.

Stages of Transformation

In order to effectively transform the existing “as-is” process, we need to understand the “2 Stages of Transformation”. Sending a technician on-site comes at a cost on average of \$125 - \$175 per event to the organization. Users normally wait 6 hours to multiple days for the technician to arrive to resolve their event. Within the following two stages, the cost of the event is reduced.

Stage 1

Turn Hours spent at the
PC into Minutes

Stage 2

Enable Remote Resolution,
limits the need for on-site technician

Stage 1

Stage 1 is to take the “as-is” process of PC software events from the current state of hours, down to minutes. The average software “break-fix” productivity across the industry is 4-6 events per day. With the Suryl process, the technician will be dispatched as today and go to the end user. Because events are predictable, the Suryl process will increase the technician’s productivity to 8-12 tickets per day. User benefits of this stage are increased by decreasing PC downtime. The IT Provider drove lower cost due to less time spent to resolve the event, increased customer experience, and a service level advantage not available by the competition today. By having a simplified and standard restoration process, entry level IT support teams can easily restore the PC, leaving the senior IT team members focused on critical projects.

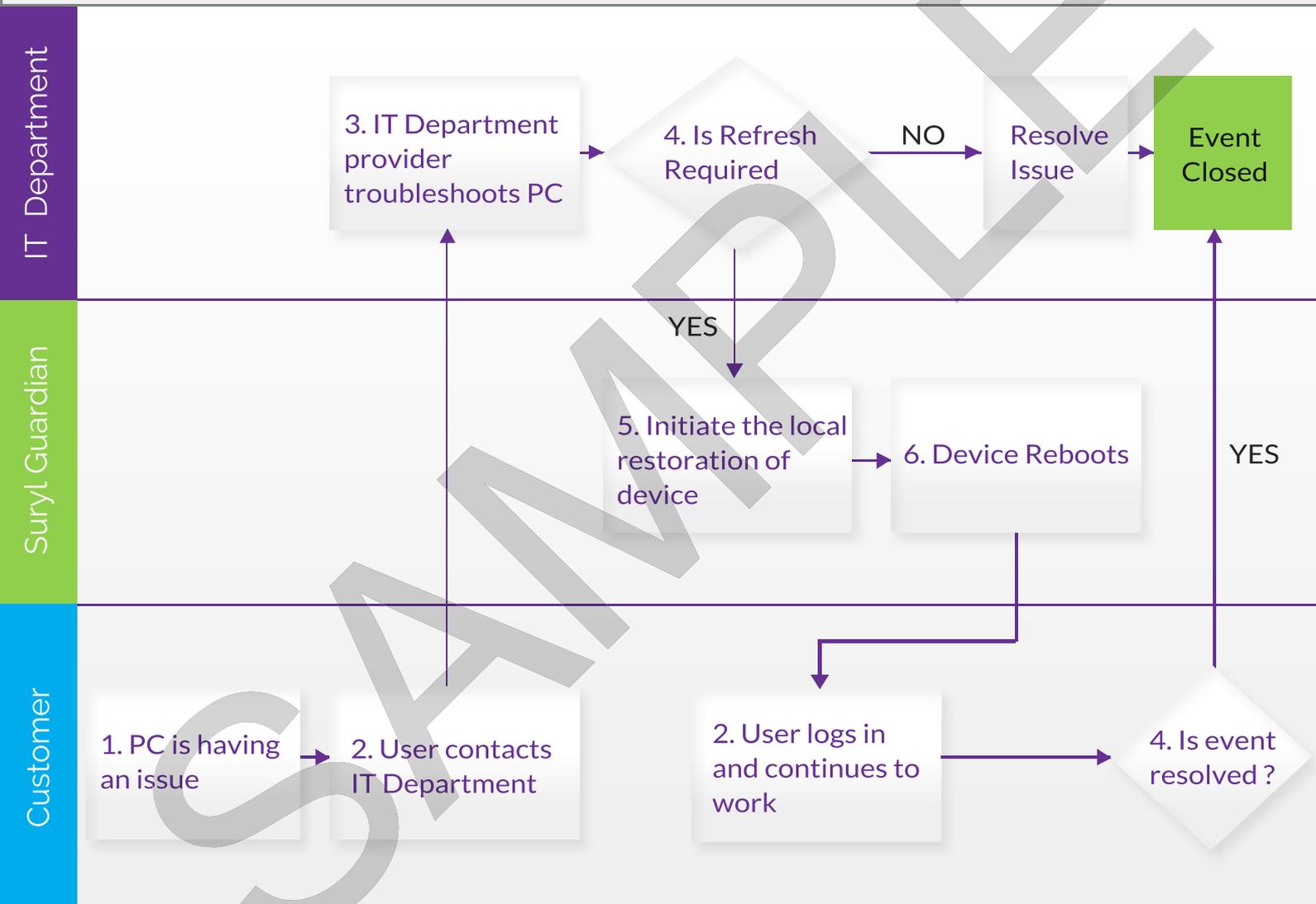
Stage 2

Stage 2 resolves the user's issue at the Helpdesk level. This reduces the need to send a technician physically to the end-user's desk. The helpdesk analyst initiates a remote connection into the user's device, reviews the applicable snapshots, and completes the device refresh. In this step, the IT Provider reduced helpdesk cost due to reduced time focused on troubleshooting, the technician costs are removed and the end user is back working quickly without having to wait hours to days for resolution.

IT Provider Process and Toolkit

The Suryl process was designed with the IT Provider in mind. The Suryl process and toolkit together add value to the IT Provider and further enhance the customer relationship by providing a level of service that is not available today. By adopting the Suryl process, the customer still contacts the IT provider and the IT provider now quickly resolves the issue using "their" toolkit, which is Suryl.

Suryl Guardian Workflow



Suryl ensures the service provider has the lowest cost repair option, shifting what used to take hours and now resolve in minutes. The goal is to simplify the process and resolution time, which is the largest field service cost to the IT provider. By significantly reducing the time spent to recover a PC event, labor, and overhead cost is lower while customer satisfaction and value is increased.



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