

International Overnight Delivery Company

Customer Case Study



Global Operations Strategy

Revenue and Clearance Systems

Business Needs

- ◆ Ability to manage and monitor distributed worldwide revenue and clearance systems
- ◆ Short term and long term operational needs
- ◆ High quality and reliable system
- ◆ Low operational staffing and costs

An international overnight delivery company needed a global operations strategy for monitoring and managing their distributed worldwide revenue and clearance systems. Their objective was to have a global operations strategy that would meet today's business needs and respond to future changes and customer demands.

NetSource Partners met with key business and technical people to analyze the business needs for each business system and delivered a document containing recommended operational service level objectives.

NetSource Partners also provided short and long-term operational requirements based on management functions (fault, security, configuration, etc.) that were identified to meet the operational service level objectives. These operational requirements helped determine the set of operational tools that were required to meet the short term and long-term business needs.

Solution Summary

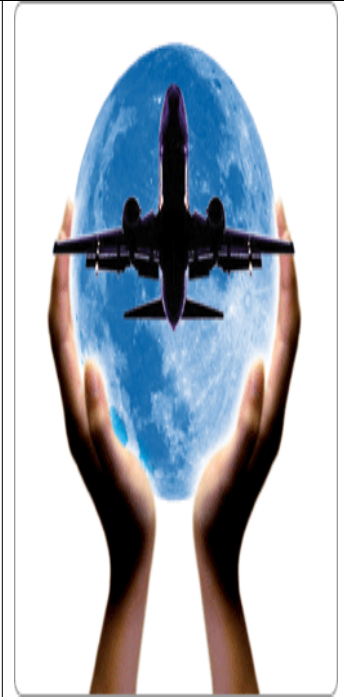
- ◆ Established and recommended operational service level objectives
- ◆ Generated short and long term high level operational requirements
- ◆ Outlined several operational alternatives with advantages and disadvantages for each alternative
- ◆ Recommended a global operations strategy

NetSource Partners then reviewed the current operations' organizational structure, operational procedures, and the set of operational tools used by the customer. Based on this information, NetSource Partners created a document that outlined several global operational alternatives that included:

- Types of operational organizations and staff needed (e.g. user response center).
- Types of processes and procedures needed to support the operational organizations and staff.
- Types of operational tools needed.
- Placement and number of operation centers (either co-located with service or remotely located).

Based on the alternatives outlined, NetSource Partners recommended a global operation strategy that would ensure the appropriate level of reliability, availability, and serviceability.

With a global operations strategy provided by NetSource Partners, the customer benefits from an operations solution that meets today's business needs and responds to future changes and customer demands.



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Company Information

Established in 1996, NetSource Partners LLC is a privately held company that develops large scale IT Service Management (ITSM) and enterprise management solutions for fortune 1000 companies seeking high value, reasonably priced solutions. We specialize in helping clients develop ITSM processes and systems that enable them to build and operate their mission critical applications to serve their customers better. To serve our clients better, We utilize best-of-breed standards and technology to deliver the highest quality solution on time and on budget.

Our client list includes Knights of Columbus Insurance Company, AT&T, Hoffman-LaRoche, Lucent, Ford Motor Company, FedEx, Time Warner, and the U.S. Navy to name a few. Additionally, we have been a systems integration partner for Hewlett-Packard. We have been the primary consultants on some of the largest deployments of HP-Openview products here in the United States.



Contact Information

If there any questions, or if there are topics that you would like to see in this newsletter, feel free to contact us. Our contact information is below.

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