



SUCCESS STORY:

E.&J. Gallo Winery

Enhancing IT Effectiveness with an Innovative Service Desk

The Client

Over the past six-and-a-half decades, the E.&J. Gallo Winery has become the world's foremost winery in the art and science of grape growing and winemaking—and in the distribution and marketing of wines worldwide. With four wineries strategically located in various parts of California and access to grapes from vineyards in all of the premier grape-growing areas of California, Gallo produces wines in every category, to suit every taste. The company has more than 4,600 employees around the world and more than \$1.8 billion in annual revenue.

The Challenge

Gallo's desktop services, network, and server environment were operating in a siloed environment, characterized by various independent, uncoordinated, end user support activities. For example, the company's desktop services group had an average PC repair time of about 20 days. Users who didn't have a close relationship with their technicians sometimes resorted to taking their desktops to the local computer store for repair, or just buying a new one. Also, Gallo's service desk consisted of four technicians who sat in a closet-sized office, with a voicemail front end and a trouble ticket tracking system that often didn't function properly.

Measurable Results

The knowledge database, one of the many tools that comprise CompuCom Systems' Integrated Infrastructure Management™ (IIM) solution, provided Gallo with the following benefits:

- Reduced problem resolution time
- Reduced operational costs
- Drove effectiveness and efficiencies
- Increased performance

And according to Gallo, its relationship with CompuCom is a great example of "how Gallo's outsourcing is supposed to be done."



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The Solution

The executive leading the IT team at Gallo was tasked with addressing these issues. He was an advocate of outsourcing as the best solution for bringing service and quality levels up and the cost of ownership down. CompuCom was deemed to be the best choice for an outsourcing partner, and just 60 days after the contract between Gallo and CompuCom was signed, the outsourced service desk went live. The management teams at both companies then launched an internal marketing program to educate Gallo employees about the benefits of utilizing the new service desk. Over the next few months, CompuCom applied its Integrated Infrastructure Management™ (IIM) methodology to design and expand the electronic knowledge database that enabled the capturing of problems and identification of solutions for both generic systems issues and issues specific to Gallo's operations. As the information in the database grew over time, it continuously enhanced the effectiveness of the service desk agents.

The Results

Together, Gallo and CompuCom accomplished more in 18 months than many had thought would be possible in five years. CompuCom and its IIM approach now have quite a following within Gallo, and user satisfaction surveys are "glowing." Specifically, CompuCom's best practices and methodology drove the following results for Gallo:

- Decreased the use of expensive, on-site problem resolution methods by moving to self-help tools, utilizing CompuCom's knowledge database
- Improved the mean time to repair by 95%
- Reduced the total cost of ownership for Gallo's IT system by 45%
- Increased end user satisfaction dramatically
- Received the Outsourcing Excellence Award for Best Process Improvement from the Outsourcing Center

"CompuCom's IIM knowledge database, which records a detailed history of incident resolutions, has worked exceptionally well with the additional e-support tools we deployed for E.&J. Gallo Winery to decrease the cost and enhance the efficiency of its service desk operation."

Rocco Musumeche

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