

# An Alternative Approach to Enterprise IT Support

Through its local branch operations, HOP Energy provides fuel oil deliveries and heating and air conditioning service to homes and businesses from New England through the Mid-Atlantic. HOP Energy was formed in 1995 and has grown to become the premier leader of total energy services. Thousands of homes and businesses rely on HOP Energy for their oil heating, commercial fuels, fleet fueling and heating and air conditioning equipment service needs.

HOP Energy has a diverse IT infrastructure consisting of over 600 employees, multiple locations and over 80 network devices. They are dependent on technology and their hours of operation require they provide support beyond normal business hours, including early in the morning and during weekends. HOP Energy was having some serious challenges maintaining an internal help desk. Specifically, some of their technical challenges included using the less common Lotus Notes program for email and accessing applications through thin clients connected to a Citrix server farm. However, the real challenges seemed to center on staffing, management and documentation of their internal help desk.

HOP Energy determined they needed at least three people to staff the help desk to provide the level of support their customers required. This created a challenge for an IT management team that was already spread too thin. The IT management team needed to focus their limited resources on more strategic IT initiatives. Therefore, they determined the best solution was to outsource the help desk function.

With the decision to outsource the help desk, the IT management team focused efforts on determining their requirements. Some requirements that were high on this list included:

1. Ability to support Lotus Notes and a Citrix environment;
2. Extended support hours including weekends; and
3. A flexible solution that could adapt to their specific and unique support requirements.

*“The fact that we used Lotus Notes was a show stopper for most of the providers we talked to. With Do IT Smarter and NetManageIT this was a non-issue; with their processes in place they are able to support all of our unique applications.”*  
– Kristopher Masilamani,  
Network Manager, HOP Energy

While these requirements may seem fairly basic, HOP Energy soon discovered that many of the prospective service providers would not support their environment or didn't have a service delivery model flexible enough to meet their needs. Fortunately, HOP Energy found Do IT Smarter through a local service provider in the New York area named NetManageIT.

NetManageIT is a channel partner for Do IT Smarter. Do IT Smarter provides channel partners like NetManageIT with access to tools they can brand and offer to their customers. This unique partnership provides NetManageIT customers with access to enterprise-level products and services that are traditionally beyond the reach of smaller VARs. As a channel partner for Do IT Smarter, NetManageIT could offer HOP Energy a fully staffed Network Operations Center (NOC) and Help Desk services delivered by Do IT Smarter.

Together NetManageIT and Do IT Smarter responded to the request for proposal published by HOP Energy. As a final step in the selection process, the HOP Energy IT management team was invited to San Diego to review Do IT Smarter's facilities and discuss how NetManageIT's recommendations could support HOP Energy's unique environment. HOP Energy's IT management team was impressed with the support processes developed by Do IT Smarter and NetManageIT.

*“After reviewing the processes and how they captured workflow and adjusted the knowledgebase to meet our requirements, I was impressed...I [had] dreamt about having this kind of stuff, but honestly could not believe they could do it. Fortunately they proved me wrong.”*

– Steve Loizeaux, Sr. VP of Information Systems and Services, HOP Energy

## Challenge

HOP Energy needed an IT support partner that could support their unique environment and become a seamless extension of their internal IT department.

## Solution

Selected NetManageIT and Do IT Smarter to provide an outsourced Help Desk and remote monitoring and management solution.

## Results

A scalable help desk solution that is there when their employees need help, continually improves through tight integration and communication with the IT staff and scales on demand to meet their ever-changing support requirements.

## A Flexible Solution = A Recipe for Success

Do IT Smarter's ability to develop standard processes around a non-standard IT environment proved to be the key success factor. HOP Energy moved forward with the Enterprise Help Desk and Accredited NOC offerings provided by Do IT Smarter and NetManageIT. The offerings met HOP Energy's requirements at a basic level. However, the flexibility provided by the service delivery model has proved to be the true differentiator, separating the solution provided by Do IT Smarter and NetManageIT from the other service providers, including HOP Energy's own internal help desk solution.

With a clearly defined process in place, the companies worked together to assemble the knowledgebase documenting HOP Energy's unique requirements. They gathered user, device, infrastructure and application information. They jointly established escalation paths and resolution contact detail for all network elements. The outsourced help desk was successfully launched within 6 weeks after deciding to partner with Do IT Smarter. Considering the level of documentation that was put into place, this was a tremendous accomplishment and a leap forward for the HOP Energy IT team.



*"The Master MSP support model allows NetManageIT to bring true value to customers like HOP Energy without trying to build out our own NOC and Help Desk support teams."*  
 – Herb Bender,  
 CEO, NetManageIT

From its launch the Help Desk and Remote Network Management solutions have been a seamless extension of the HOP Energy IT support team. For example, the IT management team no longer needs to be in the office by 7:00am every morning because the extended support is managed by Do IT Smarter and NetManageIT. The outsourced help desk is averaging remote resolution rates of 94%, giving the IT staff the confidence to focus their time and energy on more strategic initiatives. Lastly, continuous service improvements that focus on increasing the productivity and the profitability of the organization have been established.

Some of the key benefits of the partnership are:

- Professional help desk with a focus on customer satisfaction;
- A fully documented network, but more importantly, a solid process to continually develop documentation and improve processes;
- A seamless extension of the IT support team aligned with the HOP Energy internal policy and procedures;
- Analysis of calls to determine the effectiveness of the help desk allows HOP Energy to adjust processes to increase first call resolution rates; and
- Quick and efficient response to issues on both an employee and network infrastructure basis.

*"The first week of our agreement we had a major outage that caused hundreds of calls to occur above the anticipated call volume. Do IT Smarter handled it extremely well. I was amazed how quickly their team could address 70-80% of all the calls that, frankly, we could not have handled before [with our internal help desk]. We no longer have to address staffing issues. Do IT Smarter has demonstrated to us from the onset the ability to deal with the uniqueness of our environment, build a knowledgebase, and plug it into their standard service model through a standard collection process. We are very impressed and very happy."* – Steve Loizeaux, Sr. VP of Information Systems and Services, HOP Energy

### About NetManageIT

NetManageIT was founded in 1996 and quickly grew to become one of New York's leading IT service providers. Having led its clients through some of the most dynamic years in technology development, NetManageIT maintains a keen focus on proven, powerful solutions and unrivaled customer support. NetManageIT specializes in Managed IT Services, Help Desk, and Web Design/Development, aimed at continuous service improvements, maximizing customer satisfaction and ROI.

### About Do IT Smarter

Do IT Smarter provides managed services to companies throughout North America. As an MSP Alliance Accredited Master MSP we are 100% channel-focused, delivering these services through a network of local services providers and IT technology support companies. Both our end customers and partners gain efficiencies, increase productivity and increase profitability through their partnership with Do IT Smarter.