



## Allied Digital Enters into a Global Service Desk Agreement with a Global Manufacturing Organization

### Illinois company reduces overall costs and while end-users see increased support

Gardena CA Feb 22, 2010– Allied Digital Services announced the award of a three year agreement with a Fortune 1000 Illinois-based, multi-divisional, 2,500 employee corporation. Under this agreement, Allied Digital will become the central support nucleus for all internal client service related incidents. This new contract will replace the organizations internal service desk with the intentions of improving first call resolution rates and improving internal customer satisfaction while lowering costs.

By implementing the Allied Digital ITILv3® based Global Support Service processes the client will experience the highest level of client service available with provisions in the agreement to support the end-users on a 7X24 basis. Allied Digital will manage the entire process providing the client with a total call management solution. Additionally, the client has asked Allied Digital to explore implementation of a Remote Deskside Management Service solution which will provide the client with an in depth analysis of their current environment, remote monitoring of their desktops and laptops, while assisting the client with managing all their licensing and providing the client the ability to remotely push updates and patches.

**About the Client:** The client is located in the Chicagoland area and has revenues in excess of \$1B. Currently they have multiple offices around the United States with several locations abroad. Founded in 1901 the client is a leading global designer and manufacturer of products and total solutions that serve municipal, governmental, industrial and institutional customers.

**About Allied Digital:** Allied Digital Services, LLC, delivers IT life-cycle support, managed services and infrastructure management services to medium and large enterprises, educational institutions and government agencies across North America. With over 15 years of industry experience, Allied Digital employs a globally optimized business model that combines the skills approximately 400 U.S. employees, and over 1,900 resources from our business partners and affiliates. The Allied Digital service delivery methodology features fully engaged local sales and service teams supported by international resources and a world class infrastructure.