

City of Detroit Case Study



PERFORMANCE DEMANDED.
PERFORMANCE DELIVERED.

▶ BUSINESS REQUIREMENT

The City of Detroit is the nation's 11th largest city. Going forward, city leaders have made technology a key element in their effort to revitalize Detroit. Part of this is achieving a predictable spend on IT support. The innovative program, developed with the city, has allowed Detroit to spend less on maintenance and more on application software critical to restructuring city services.

As Detroit provides more enterprise internet applications, the city is faced with the need to support the current software often located on aging hardware. In order to consistently achieve best-in-class service levels, PMV maintains an extensive inventory of compatible products to meet the unique needs of the city.

This innovative approach is extended to peripheral devices so the users have come to expect a return to service or free upgrade.

▶ PMV SOLUTION

The City of Detroit's issue with asset management requires a flexible service model to deliver a guarantee regardless of the warranty status. PMV treats all calls the same so users are never burdened with the issue.

PMV Provides a model which exceeds user expectations while at the same time addressing budget realities.

PMV delivers on-site support for 60 city departments including police, fire, and other critical city agencies during their round the clock hours of operation (7x24x365).

▶ ENVIRONMENT

12,000 users situated in 193 locations throughout the city.

The city's strategy has been to extend the useful life of computing devices. PMV enables this through an innovative program that has provided free upgrades as part of the overall support transaction.

Hardware support provided for 60 departments. There have been over 29,000 servers, desktops, laptops, and printers of all types serviced and upgraded by PMV Technologies.

▶ PMV BENEFITS

Users are supported, and when the device reaches "end of life" it is replaced with the same or better model at no cost to the city.

Hard dollar savings have been realized. Support costs have consistently gone down year over year.

The "respond and restore" metrics—over seven days from the previous provider—have been dramatically reduced to meet industry best practices and continue to improve year after year.

