

# Case Study



**Client**     **DACC**

**Sector**     **Data Centre Managed Services**

Deffinity created a DACC-branded version of the solution marketed as “In-Site”. In-Site acts as an interface between DACC and the customer and enables DACC to monitor the health of each data centre on a daily basis. DACC enters the results into our web-based Health Check module. Issues that arise are automatically escalated to the relevant teams and dealt with promptly. Deffinity handles the entire process and provides full visibility at any point in time.

The Global Head of Data Centre Operations at DACC’s client, a leading global bank, can monitor activity from anywhere in the world using a secure web-based customer dashboard. The assurance is there that all service providers are complying with agreed service levels. Moreover, “In-Site” branded reports are now circulated across senior IT and Business managers, publicising DACC’s excellent work, thus enhancing their reputation and status.

The scope of Deffinity’s solutions includes logging and monitoring the performance of faults through our Service Desk. DACC can now provide their client with extensive information, more meaningful than their client’s own Remedy system.

To make ordering easier for their client, DACC have set up a catalogue of products and services within Deffinity. Their client can now quickly and easily browse the catalogue, select the items needed and request quotes or simply order the product or service. DACC take care of resource scheduling and implementation – the whole process is controlled via Deffinity.

The automatic customer satisfaction survey triggered at the end of each call ensures feedback is captured immediately and any issues with the service can be instantly addressed. The collective information can be accessed at any time, enabling DACC to demonstrate the value of practical continuous service improvement.

## The Challenge

For a large global financial institution, maintaining service levels requires a large number of critical processes and checks to be carried out each day.

The challenge faced by the Global Head of Data Centre Operations was how to ensure the smooth running of every data centre when those processes are being carried out by a number of different service providers.

The answer was Deffinity’s Service Manager provided by DACC Europe, a leading provider of infrastructure services to Fortune 1000 enterprises across Europe.

## About DACC Europe

DACC Europe specialise in all aspects of installation and support of structured cabling and networking systems for voice and data.

DACC Europe have a track record of delivering scalable and stable solution with full consideration given to the current and future IT requirements of your business. Where these requirements include the establishment of European offices, DACC Europe have unparalleled experience in the areas of IT infrastructure design, procurement and implementation.

DACC Europe take great pride in their ability to develop working relationships with clients that are based on trust, respect and professionalism.

Fully conversant with the latest industry standards, their ethos is that quality is the key to good and successful business. DACC has been accredited for ISO991 and for ISO14001:2004.

## Requirement

DACC drew up a specification which included criteria to deliver the following:

- There should be a significant advantage to the business and it should give DACC the ability to add value to its offering
- Reduce office administration particular around timesheets
- Import data from existing Excel spreadsheets and MS Project plans
- It has to be configurable to their existing working practices.
- It has to help them enhance the way they work and reduce their non-productive hours.
- It has to improve client satisfaction and enhance their reputation to existing and prospective clients.

## Solution

DACC realise that a good supplier is a critical part of a good solution. They were looking for a trusted partner who is passionate about service quality and experienced in meeting the needs of clients with high expectations. They needed a supplier who would take the time to understand their needs fully and was prepared to invest the time and effort to deliver an ideal solution, not just one that was "good enough" or "pretty good for the money".

Most importantly, they want a supplier who would be with them for the long haul, not a software firm with a "sell it, install it, and leave" ethos. To keep their costs in line with their workload, they need a **pay-as-you-go pricing model** based on the number of users and number of features relevant to their needs.

- Centralise all project activities, communications and documents
- Track project activity and staff utilisation across all the jobs they run concurrently
- Track time and expenses
- Provide real-time profitability reporting
- Keep a tight rein on costs and support weekly billing
- Provide clients with an Internet page to view project status, reducing inbound calls
- Monthly payment with no additional charges for maintenance or upgrades, and automatic support for new technologies and capabilities.

Deffinity meets all criteria for functionality, flexibility and cost-effectiveness.

As an online/hosted solution, our customers don't have to invest in expensive hardware, be locked into a long term contract or pay expensive maintenance fees. And Deffinity's software capabilities greatly exceed what they need initially, providing "head-room" to adopt new features and improve their working methods in the future.

Our setup process is very straightforward and requires minimal time from the customer's front-line staff. Over a three week period, we added the customer logo; set up the Client portal, imported existing data and customised reports to enhance management control. Weekly reviews ensure the system is configured exactly the way they wanted.

And going "Live" is equally painless. Typically, following a training session on Friday afternoon, Deffinity imports live data from the old system over the weekend, thus enabling staff to resume work without any downtime or client impact. On Monday, instead of accessing their internal systems from a server, they simply log into their new system through a browser session.

**Deffinity allows clients to spend more time in higher-value customer conversations instead of on managing projects and contractors.**

# deffinity



### About Deffinity

**Think of Deffinity as the Swiss Army knife for your business.**

Deffinity is an online software solution which helps businesses to improve the effectiveness of their customer facing processes and internal activities.

The Swiss Army knife has different tools for different jobs, from blades to tweezers, scissors to corkscrews, all housed within a single product. These enable the user to complete a vast range of disparate tasks quickly, simply, effectively and confidently.

Deffinity combines consulting services with online software solutions to delivery custom solutions that meet the exact needs of every customer.

Tools include:

- Project Management
- Time and Expense Tracking
- Service Desk
- Document Management
- Health Checks / Audits
- Change Control
- Asset Tracking
- Vacation Tracker
- Financial Management

### Contact us

**Deffinity MSA Limited**  
1a The Chandlery  
50 Westminster Bridge Rd  
London SE1 7QY

info@deffinity.com  
+44 (0) 800 680 0215

[www.deffinity.com](http://www.deffinity.com)