

S U C C E S S S T O R Y

CLIENT:

City of New York Department of Finance



C H A L L E N G E

The City of New York Department of Finance (“DOF”) was faced with a challenging array of problems in its technology infrastructure. Having just completed an exhausting migration from Banyan Vines to Microsoft Windows 2000 and Exchange 2000 Server, the IT staff was besieged with a range of user support issues, viruses, application issues and sharply increasing demand to utilize technology more effectively and provide better support to municipal employees and the citizens they serve. The problems seemed overwhelming, and a substantial backlog was developing. Help was needed.

S O L U T I O N

NYC DOF chose QTS to conduct a strategic review of its information technology platforms and service delivery, to identify ways to improve the service level provided to municipal users as well as enhance DOF’s IT capabilities. QTS worked with DOF to tailor a scope of engagement to fit within the organization’s budget while meeting its core needs. QTS then conducted a thorough review of the issues, starting with interviews of IT personnel and representative users. QTS

also performed a thorough hands-on review of DOF’s servers and networking infrastructure, and followed IT staff on a variety of service calls to evaluate IT workflows. QTS then prepared a comprehensive report and management presentation with specific, prioritized recommendations.

R E S U L T S

QTS’ report and recommendations enabled DOF to develop a plan that focused on the key priorities and realize near-term improvements. The engagement led to a more service-oriented organizational structure, improved workflow, and realized numerous improvements in the network’s performance, reliability and security. QTS’ engagement allowed DOF’s IT organization to be more responsive to its users and to the goals of the administration, and allowing technology to better meet the needs of the City of New York Department of Finance and residents of the City of New York.



C L I E N T Q U O T E

“QTS was able to review our organization’s IT needs and resources, and come up with a strategic assessment and plan that matched our vision and helped us figure out how to achieve our technology goals.”

*Tim Greene, Special Assistant to the Commissioner
NYC Department of Finance*

C L I E N T P R O F I L E

*Industry: Municipal Gov’t
Size: 2,500 employees
Location: New York, NY
Technologies: Microsoft
Windows 2000 Server
and Exchange Server,
Windows NT/2000/XP
Desktops, Cisco
Infrastructure*



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