INFRASTRUCTURE OPERATIONS SUPPORT

Enhancing Mission Ability

InquisIT

Supporting your operations for mission success.

Creating an exceptional level of service requires balancing security, systems support, and cost constraints.

Many IT companies within the federal market look the same, but only a few are truly equipped with the knowledge, understanding, and track record to provide you with the exceptional service our taxpayers deserve.

With a proactive, data-driven approach, InquisIT focuses our Infrastructure Operation beyond meeting SLAs and on providing the right customer experience with direct mission value.

The business of the government cannot stop, no matter what. InquisIT ensures that you and your users have the IT services you need, when you need them.

OUR APPROACH

CUSTOMER EXPERIENCE

Often brushed aside as the newest buzz word, customer experience takes a new look at what it means to succeed. We have seen huge success at numerous federal agencies by adjusting the focus away from just SLAs, and placing the emphasis on end-user satisfaction. Driving high metrics is meaningless if they don't benefit the end users, after all!

CONTINUOUS IMPROVEMENT

We don't just say we have continuous improvement–we put it into writing. By consistently tightening metrics on our contracts to reflect the increasing level of service that our modernization efforts and other improvements provide, we drive accountability to our customers. You can rest assured that InquisIT never rests on our laurels, and continues to drive improvement throughout the lifecycle of your contract with us.

SHIFT-LEFT APPROACH

At InquisIT, we have a mantra – 'If a task is done more than once, it gets documented'. This can be in the form of SOPs, cross-training material, or automation runbooks. InquisIT frees up more technical staff from routine troubleshooting through documenting procedures, training junior staff, and self-service options to get recurring tasks down to Tier 0 and freeing up your team's time to achieve strategic goals.

AGENCY CHALLENGES

Agencies are finding that getting ahead of issues at the service desk are a massive hurdle. Often considered the front line for IT at most organizations, this service area requires the most time, discipline, careful attention, and constant tuning to remain efficient.

✖ Issues implementing ITSM best practices are leading to poor customer experience and increased visibility across the user population.

✖ Common technologies such as instant messaging or video-teleconferencing seem straightforward and widespread, but can be a challenge to adopt due to poor planning practices.

✖ Heavy call volumes to service desks are keeping support staff occupied, making no time to adequately identify root cause and get ahead of issues.

RESULTS

Continuous Improvement

Voluntarily tightened more than half of all SLAs on contracts we support to drive efficiency and innovative change, demonstrating tangible progress towards continuous improvement for our customers.

30,000
Supported Teleworkers

Our contracts are achieving mission success throughout the Coronavirus (Covid-19) Pandemic by supporting telework for over 30,000 government staff within 72 hours, and met contract SLAs through an over 300% increase in Service Desk tickets.

99.99% Uptime

We maintain 99.99% uptime for all mission critical systems we support, and meet or exceed 100% of all contract SLAs in FY19.

$1.5M
Savings

Implemented customer experience metrics analysis and shift-left driving Tier 0 solutions and automation up yielding $1.5 Million in agency savings.

87%
First Call Resolution

Our service desks maintain a 87% average First Call Resolution (FCR) metric across all of our contracts, implemented CX best practices, and achieved all-Exceptional CPARS in FY19.