



Technical Expertise. Tangible Results.



SUCCESS PROFILE

AMTRAK SUCCESS PROFILE

Amtrak awarded PCN a multi-year contract to operate a 24x7 Service Desk enabling productive End User use of critical custom applications.

CHALLENGE

Amtrak’s engineering and mechanical divisions (E&M) recognized the need for specialized IT support services as their investment in custom enterprise applications expanded. User demographics and mission critical operations made it essential to have highly service-oriented agents with specialized knowledge and training. To operate efficiently and effectively, the help desk also had to provide continuous vendor oversight, supplemental desk-side support, and ticket resolution management. Amtrak needed the help desk to provide not only competent and reliable support, but also friendly day to day interactions for their engineering and mechanical end users.

SOLUTION

PCN was initially contracted in 2008 to build and manage an outsourced help desk to support users of three key E&M enterprise applications 24 hours a day, Monday through Friday. Since 2008, PCN’s E&M Help Desk team has learned new technologies, acted as vendor managers,



“The PCN team shows great initiative in learning new technologies to ensure the service they are providing Amtrak meets Amtrak’s needs. The team takes ownership of issues and ensures issues come to resolution. Team members recognize and understand Amtrak’s core business and act with a sense of urgency to meet Amtrak’s needs.
— Keith Cosgrove,
IT Enterprise Client Services Senior Program Manager

HIGHLIGHTS

COLLABORATOR:

Amtrak



CUSTOMER:

Amtrak

INDUSTRY:

Transportation

PCN OFFERING:

Help Desk, Specialized Applications Support, Desktop Support, Field Engineering, Mobile Device Installation and Management, Hardware and Software Troubleshooting

CHALLENGE:

Provide reliable and effective support for users of mission critical applications and technology

SOLUTION:

Build and operate a customized Help Desk

RESULT:

A long-term mutually beneficial relationship with dedicated resources and subject matter expertise available to users 24x7



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and increased the number and diversity of supported applications and technology to help keep Amtrak's operations running smoothly and efficiently. As a result, the team has expanded from an initial team of 5 representatives located in the Philadelphia metropolitan area, to a team of 22 representatives providing services 24/7 from Amtrak's Wilmington, DE, offices, with additional satellite resources in Chicago, IL, Washington, DC, and Beach Grove, IN. The team's scope of responsibilities increased to include a range of different applications and services, including:

- Desktop support
- Field engineering
- Mobile device installation, configuration, troubleshooting and management
- Hardware and Software Troubleshooting
- Support of IP Time Clocks
- SAP Tier 1 Support
- IT generalist support at specific Amtrak hubs
- Expanded monitoring of, and ensuring the availability of, TED and thin clients devices.
- Support of Regional Field Engineers with incident and service request submissions
- Review and audit of IMAC Service requests.
- Submission of change requests directly to third party vendors
- RSA token assignment, distribution and administration for Amtrak enterprise.
- Network printer configuring, administration and troubleshooting.
- Problem management and incident root cause analysis.
- Creation, review, and updates to existing Standard Operating Procedures (SOP).

PCN not only adapted to Amtrak's changing requirements, but also set the standard for meeting those needs. PCN studied Amtrak's systems and processes, developed and implemented best practices to improve efficiency and deliver cost savings, and established a training program for internal Amtrak employees as well as PCN employees on the new processes. We partnered with Amtrak to identify business needs and worked hard to be part of the solution.

RESULTS

PCN's Help Desk team effectively manages fast moving ticket queues, troubleshooting and resolving incidents across a wide range of Amtrak applications and technology at the highest quality standards. After working with Amtrak for seven years, PCN has a strong team of dedicated resources with critical subject matter expertise available on a 24/7 basis. As a result of this success, PCN has consistently been rated a 4.5 (out of 5) or higher on Customer Satisfaction Surveys.

"We believe that having this very specific help desk to turn to – with its friendly, knowledgeable and quite accommodating staff - is a big part of our success in implementing WMS to over 4 thousand daily users. Whether it is hardware or software related, my team of coordinators and field leads would never be able to keep up with the field demands without you and your staff. We are consistently – CONSISTENTLY – satisfied with the resolution of any problem that crosses your specialized help desk. There is always a friendly voice and a helpful demeanor to greet us and there is always follow up to make sure the affected user is satisfied. Your people actually do appreciate and truly care about the fact that we operate a train every minute of every day and it is mechanical's responsibility to do this!"

—Rae A. Huebner,
Amtrak Mechanical
Operations Manager
Production systems
Support (WMS)

ABOUT PCN

PC Network Inc. (PCN) is a customer-focused technology infrastructure services company. We are global leaders in DNS, DHCP, and IP Address Management - a service foundational to managing the explosive growth and security of wireless and IP-enabled devices - and deliver a portfolio of infrastructure lifecycle management and staffing services. Collaborating closely with our customers and partners, we deliver technical expertise and tangible results.