



MICROWARE'S SUCCESS CASE

CLIENT:

IPEN - Nuclear and Energy
Research Institute

SEGMENT:

Public

ACTING AREA:

Analytical intelligence

DEMAND:

Increase in the assistance capacity of the ICT sector

SOLUTION:

Outsourcing part of the ICT to support the final user support service of Ipen.

BENEFITS ACHIEVED:

- + Allowing employees to focus on their main skills;
- + Adjusting the use of technology and its tools in order to optimize each user's productivity;
- + Improving service levels;
- + Reducing IT costs.

More energy to the ICT to improve the service levels

Microware makes a quick, easily manageable, and high-performance service available to the IPEN users.

“

**Everything is within expectations,
and we were very well assisted**

João Carlos Soares de Alexandria
IPEN ICT Director





Microware and IPEN Case Study

When considering the ICT area of your company, are you convinced that your resources are generating the expected results? Furthermore, does your management optimize time in order to ensure a better business approach? A doubtful answer can indicate loss of investments and time not wasted by the competitors.

The scientific research and development market deals with deadlines and urgencies on a daily basis, in addition to having a commitment with results. Thus, having time for non-vital activities may represent a considerable waste of energy and resources which would certainly be channeled to another activity with greater return to the company.

Ipen (Nuclear and Energy Research Institute) is an autarchy of the Government of the State of São Paulo. For 50 years, it has been working in favour of scientific development and researching nuclear energy in Brazil and its applicability in various sectors of the economy. Ipen is also responsible, in association with USP, for the conduction of master's degree and doctorate postgraduate programs.

By dealing with research and projects vital for development and growth in Brazil, Ipen realized the importance of concentrating on broader issues within the organization, better managing its time and costs. Thus, the company decided to outsource part of its ICT, calling on Microware to support it in its final user support service.

Lending a hand

Through its Professional Services specialty area, Microware, together with Ipen, developed an outsourcing project that fully assisted the large structure of the Institute. Ipen is located in the USP campus, in the city of São Paulo, in an area larger than five hundred thousand square meters, and it is divided into twenty units with about two thousand employees. Therefore, it was vital for Microware to make a quick, easily manageable, and high-performance service available.





Microware's service outsourcing project was designed to assist the final users of Ipen. Technicians specialized in ICT were qualified to offer support for:

- + the company's software systems;
- + processes;
- + access to video-conferences and web-conferences.

Focusing on what really matters

With the implementation of outsourcing in the IT field, Ipen can count on the following benefits:

- + Allowing employees to focus on their main skills;
- + Adjusting the use of technology and its tools in order to optimize each user's productivity;
- + Improving service levels;
- + Reducing IT costs.

The support performed by Microware was positively received by the company's employees: "Everything is within expectations, and we were very well assisted," remarked Ipen ICT Director João Carlos Soares de Alexandria.

With the outsourcing, the company has also acquired greater flexibility, and it is experiencing cost reduction.

Much more than solving a superficial problem, Microware is qualified to present solutions that are customized and appropriate to your company's size, structure, business segment, and resources. The Professional Services area works so that your investment in ICT can always obtain the best results.





SOLUTION'S DATASHEET:

General User Support (remote and on site):

- IPEN network access maintenance;
- User profile configuration;
- Profile changes for network services and corporative systems;
- Clarification of common questions;
- Data backup on servers and storage devices;

Systems and Software Support:

- Installation and configuration of operational systems, office automation software and assistants software focused on workplace automation;
- Installation and configuration of corporate systems on workstations;
- Operating system maintenance, (remote and on site);
- Operating system installation and reinstallation;
- Installation and corrective maintenance of software (remote and on site);

Hardware Support:

- Monitoring the warranty services, and maintenance of computer equipment from other companies that are necessary for the realization and closing of a service;

Process Support:

- Monitoring remote service scripts
- Record and demands classification
- Unknown problems
- Record of occurrences and attendance statistics
- Remote and on site technical support;

Video Conferencing and Web Conferencing Support:

- Operation and support for video conferencing and web conferencing (on site);
- Preparation of video conferencing and web conferencing (on site);

General Information:

- The services provided were for more than 2,000 employees located in more than 20 buildings of IPEN.





ABOUT MICROWARE

Our mission is to excel in providing I.T. solutions for business and organizations objectively, securely, and in a creative way. We are specialists in supporting companies to develop and implement effective I.T. project.

We strive to be the best technology architect, applying it intelligently to your business needs. This way we help you focus on your priorities and contribute to the expansion, to the productivity improvement, to the reduction of total costs and to the mitigation of risks of your business.

We specialize in the areas of Datacenter, Networking, Workplace, Imaging and Printing and Professional Services. We have one of the best trained team of professionals in Brazil, able to identify needs and align investments with business goals. Our work also counts with and is supported by the main global I.T. developers, manufacturers and providers.

Established in 1984, we are located in São Paulo and Rio de Janeiro, with sales forces, service centers and distribution centers covering the entire Brazilian territory. We are also a member of global networks of I.T. solution providers, and through them we help our clients with their international expansion.

We operate under a total quality system certified by the ISO:9001 standard, having our processes and procedures regularly audited, and therefore enhancing the consistency and reliability of projects developed and services rendered.

And You?

Does your business spend energy in right activities and actions that brings benefits to your company?

The Microware is available to support you on your demand of Information Technology and Communication solutions

Contact Us:

RJ: Rua Noronha Torrezão, 416 - Santa Rosa - Niterói - RJ 24.240-183

Tel +55 (21) 2199-2600 - rj@microware.com.br

SP: Rua James Watt, 142/ 4º and - Brooklin - São Paulo - SP 04.576-050

Tel +55 (11) 4872-2100 - sp@microware.com.br

DF: SCN Quadra 4 Bloco B, Nº 100/12º andar - Brasília - DF - 70714-900

Tel +55 (61) 3533-6737 - df@microware.com.br

www.microware.com.br / microware@microware.com.br