

RYDER LIFT TRUCKS- HELPDESK SERVICES

Concept Management Services Inc.

Company: J.H. Ryder Machinery Limited



The company may have started in 1930 but there's nothing old about J.H. Ryder Machinery Limited other than its history.

A dynamic forward thinking and entrepreneurial enterprise, J.H. Ryder Machinery has clearly established itself as an in-

dustry leader in the sales and servicing of industrial lift trucks and other material handling equipment.

A family owned and operated business, J.H. Ryder Machinery dominates the market in Ontario and Quebec and leads by example in its innova-

tive yet dedicated approach to building customer relationships. It's a company that recognizes and prides itself on its heritage—just look at the authentic 1921 Clark Tractor proudly displayed in Ryder's front lobby—but it's one that is focused entirely on the future and on the potential opportunities available to further strengthen that already strong relationship with the customer. ■

Major lift truck distributor and service centre for:

- Clark
- Nissan
- Crown
- Daewoo
- Sellick
- Cushman

14 service locations across Ontario and Quebec

The Challenge

For a number of years, every aspect of technology support at Ryder was accomplished by internal resources. As technology and required skill sets rapidly changed, effective and timely support began to wane and overtime,

became haphazard. Technology support staff would be stopped in the hallways by frustrated users blaming them for their inability to complete work or reach sales goals.

So when user produc-

tivity and satisfaction were threatened by nagging PC, server and network problems, Ryder management knew it had to take quick action to implement a corporate wide single helpdesk solution that would greatly improve

service levels gaining access to additional services such as a single source supplier and point of responsibility taking care of all product setup and warranty control, broad experience with disparate databases,

An authentic 1921 Tractor proudly displayed in the lobby of Ryder's newly built 100,000 square foot facility in Mississauga.



The Challenge (cont.)

server/PC applications and principles along with strong knowledge to support a wide-area network with mixture protocols and services. This, management felt, was urgently needed to increase user satisfaction and productivity resulting in better customer service and revenue. ■

The Solution

Ryder turned and placed its trust in Concept. This is not the first time, Ryder has been a long time customer both in infrastructure products and more recently with Unisys Clearpath operational outsourcing.

Utilizing Concept's online web-based help-

desk portal, users from all branches as well as remote users have their own helpdesk account to request new hardware, software and service as well as report system and network problems. All problems are resolved by experienced Concept technicians and all equipment purchases are approved by Ryder management at regu-

larly scheduled meetings.

All new equipment is prepared, staged and loaded with the required software, recorded and shipped by Concept to the user followed up by support to ensure trouble-free reinstallation.

In addition, Concept provides continuous network monitoring, inter-

net filtering and central email virus detection thus minimizing user downtime and increasing productivity. Regularly scheduled server backups are completed to ensure business continuity in the event of a hardware failure. ■

Overview

- **The Challenge**
 - Quickly implement and control escalating IT helpdesk network costs and problems
- **The Solution**
 - Utilize Concept's experience and helpdesk program
- **The Benefit**
 - Maximized user productivity
 - Greatly improved problem resolution time
 - Provided automatic responses to common problems
 - Stabilized entire network infrastructure
 - Reduced costs

The Results

It is apparent that tremendous progress has been made in terms of the quality level of support and user satisfaction. What's more, online support performance analysis has allowed Ryder to identify trouble spots, monitor

"We know Concept very well and are familiar with its capabilities. We based our decision in part on the positive experience we have had with Concept over the many years and they get the job done".

Mr. Ron Greer, C.F.O.- Ryder Lift Trucks

and enhance it's IT infrastructure as well as measure the effectiveness of all Concept delivered services. ■

For more information

At Concept, information technology is what we do best. For almost 20 years, we've been entrusted with the IT needs of some of the world's largest corporations in 24 countries and are well known for our un-

equalled high-level of service and commitment ... instilling complete customer confidence. We work hard to satisfy the needs of our clients, which is why they recognize our special ability to improve their efficiency and save them money

while delivering technology solutions through extraordinary service. For more information contact us at:

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