



Integrated Infrastructure Management Services

- Program Management
- Service Desk
- Network Management
- Data Center Services
- Infrastructure Applications
- Deskside Hardware and Software Support
- Pro-active Security Planning
- Procurement Services
- IT Vendor Management Services

SUCCESS STORY:

Divesture of Broadleaf Logistics Company Drives Need for Immediate Infrastructure

The Client

Broadleaf Logistics Company is one of the leading sellers and suppliers of nationally recognized brand-name building materials across Canada. It has been known over the years by several names including MacMillan Bloedel and Weyerhaeuser/iLevel. In June 2007, the company was renamed Broadleaf when a leading private equity firm purchased the Canadian operations of the Weyerhaeuser building materials distribution division. The company has more than 300 employees in 16 primary locations across Canada.

The Challenge

As a privately-held company, Broadleaf remains committed to responding to the changing needs of the building industry, continually innovating to meet new challenges and create new opportunities for growth. To achieve their goals, the newly independent company needed to quickly implement a best-in-class IT infrastructure to support the business and innovation.

Broadleaf immediately set out to find an IT service provider that could ramp up IT resources with minimal disruption to the other critical functions of setting up a new company. Broadleaf did not have IT resources and needed an entire infrastructure—fast!

Measurable Results

- Gained a complete infrastructure in just four months
- Service levels have been met or exceeded every month for the past two years

“At Broadleaf, we quickly needed an entire infrastructure as a foundation for running our newly formed business. The technical skills, monitoring tools and employee commitment of the CompuCom team are the main reasons for the ongoing successful relationship.”

Roland Mitchell
Chief Financial Officer
Broadleaf Logistics Company



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Drives Need for
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The Solution

Broadleaf recognized CompuCom's Integrated Infrastructure Management™ (IIM) solution as a solid way to rapidly attain a cost effective infrastructure. Our solution provided Broadleaf with a tightly integrated infrastructure service that combines an effective IT asset management life cycle, an efficient service delivery process and a world-class service desk.

The workforce at Broadleaf receives services through the maturity, rigor and consistency of ITIL and ISO 20000-registered processes at both the functional and operational levels—with attention to quality. How does Broadleaf ensure we are delivering to expectations and contract? Through a portal, IT leaders can review performance statistics in real time. And they provide feedback on our performance and their perceptions of us through an automated scorecard so that we can continually align with business requirements.

The components of the IIM solution are as follows:

- Program Management
- Service Desk
- Server and Network Support
 - Remote Monitoring and Event Correlation
 - Image and Patch Management
 - Domain and Exchange Administration
 - Web Content Filtering, Spam, Virus
 - Firewall and VPN
 - Back-up Management
- Data Center
 - Server Management
 - Storage Management
- Deskside Hardware and Software Support
 - Hardware Maintenance
 - Software Support
 - Patch Management
 - Install, Move, Add, Change (IMAC)
 - Image Management
 - Asset Tracking
- Proactive Security Planning Services
 - Quarterly security policy review
 - Annual Disaster Recovery review and testing
- Procurement Services
- IT Vendor Management Services

The Results

Within months, Broadleaf had the needed infrastructure and supporting services to move forward as an independent business. And, the services were delivered smoothly, at or exceeding service levels after only one month. Part of the transition services from CompuCom included retiring 12 aging PBX systems and deploying a Voice over IP solution to all locations. The smooth and rapid transition was critical to getting Broadleaf up and running as an organization.

Broadleaf is already getting the benefit of CompuCom's Integrated Infrastructure Management services, focused on improving service while driving down costs, and with an eye on the future is advancing to the CompuCom IIMv3™ solution. CompuCom in collaboration with Broadleaf has developed an ongoing structured Transformation Roadmap to deploy a common set of tools, cross-functional processes and leveraged remote services, which will bring further efficiency, adaptability and sustainability to maximize IT's value to the business. Our two organizations enjoy a mutually beneficial relationship with an eye on continual improvement and innovation.

"CompuCom did an excellent job of setting up the infrastructure and application servers to support the new Broadleaf organization. In a period of four months the 16 infrastructure servers, 15 application servers, MPLS network and applications were in place enabling Broadleaf to terminate the transition services agreement with the former parent company. All service level agreements have been met or exceeded in the last 2 years, providing excellent service to the Broadleaf staff."

Ron Fuller
Director Information Technology
Broadleaf Logistics Company

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CCSI Technology Solutions, Corp.
CompuCom Systems, Inc.
2480 Meadowvale Blvd.
Mississauga, ON L5N 7Y1
+1 905.816.3000
CCSICompuCom.com