

Halifax – Proof of Performance

Client

State of New Jersey



Service Line

High Availability Hardware Maintenance Services

Contract Description

Since 1999, Halifax has provided maintenance services for over 17,000 devices throughout the state including IBM and DEC mainframe equipment, servers, controllers, terminals, and mainframe printers, personal computers, and laser printers. In addition, the contract includes the following services:

- State-wide on-site maintenance
- Depot repair
- Multi-vendor support
- Multi-product support
- Warranty support
- Logistics support
- Technical expertise
- Project management

Contract Requirements

This performance-based contract established by the State of New Jersey places a premium on user uptime and end user productivity. Combining the experience in managing large computer maintenance support contracts and providing a qualified technical and support staff, Halifax has successfully achieved the performance measurements since initial implementation in 1999. The contract has several key requirements for Halifax, including:

- Support state agencies under the jurisdiction of the Governor
- Contacting user within one hour of service call request.
- Arriving at client site within four hours from initial service call.
- Arrival of parts to site within six hours from initial service call.
- Staffing the project with a variety of skill sets.
- Providing custom reporting.

Successes and Highlights

- Met and exceeded customer expectations regarding customer response and service delivery.
- Substantially saved the client money by submitting bid to service all three of the client's computer manufacturers thereby providing the state with a single point of contact and solution.
- Increased Halifax staffing for the contract to 8+ professionals to ensure high levels of customer service.
- Maintained a four-hour support response time for all machines anywhere in the state throughout length of contract.
- Provided monthly detailed custom reporting for New Jersey Dept of Treasury for the length of the contract.
- Performed relocation services for client throughout life of contract.