

One of the nation's largest public electric utilities companies

Number of Zycron Employees	20
Time Frame of Services Provided	2004 – to present
Average Number of Full-Time Staff	20

In 2004, one of the top 12 public electric utilities companies in the U.S. issued a Request for Proposal for the purpose of hiring an IT contract outsourcing organization to manage all of its onsite IT services, including applications development and maintenance, database administration, security administration, PC support, network support and Help Desk services. Zycron, Inc. currently supports 49 percent of this \$12 million contract.

The Environment

A critical component of the contract was a 12-week transition period, during which the incumbent personnel of the outgoing vendor would be transitioned and converted over to the incoming contract manager. The utility company was determined that the transition would be seamless, and wanted to ensure that the new contract went into force with minimal disruption and virtually no attrition.

Zycron and its partner interviewed the personnel in all departments and, according to the requirements of the contract transition period, assessed the current technology, the established processes, and the qualifications of the incumbent personnel. Zycron and its partner made offers to the qualified personnel, supported by strong benefit packages and incentives, and they gladly transitioned to Zycron and its partner's teams.

Responsibility for IT staff has remained evenly split, with each company managing approximately 20 individuals. The utility company was extremely pleased with the transition and has made a point to indicate that Zycron is attentive to the employees and their success on the client's projects. Since the contract's inception, an additional four people have been brought in to fill open positions.

The Zycron Value

Zycron and its partner have stabilized the client's ERP system, upgraded the payroll system, upgraded PeopleSoft, and performed a total refresh on 600 desktops. In addition, Zycron and its partner have assessed all of the hardware and platforms in place, with the objective of implementing a plan for standardizing the environment. Included are plans to upgrade to a more modern server technology, migrate the client from Windows 2000 to Windows 2003, and to standardize on .NET and J2EE.

The value of the project has been that a seamless, well-structured transition was implemented, minimal disruption occurred to ongoing projects and services, and technology upgrades continue to occur at a steady, well-organized pace.