The Client
The Colorado Housing and Finance Authority's (CHFA) mission is to finance places where people live and work in Colorado. The CHFA provides fixed rate financing to homebuyers, businesses, and multifamily rental housing developers. It also provides education and technical assistance about affordable housing and economic development, all through a network of partners including banks, developers, and local governments. The goal of the CHFA is to build strong communities throughout Colorado.

The Challenge
CHFA was seeing a high rate of staff turnover and was unable to maintain quality user support from its IT service desk. As such, existing teams lacked both organization and accountability, which, along with a lack of sufficient documentation, had a negative impact on support operations. CHFA hired Long View Systems to optimize its service desk using proven expertise and efficiency.

The Approach
What began as a staff augmentation role has evolved into a complete outsourcing of CHFA's service desk. All IT support calls now come through Long View's internal service desk. If escalation is required, calls are passed to its onsite desktop support team. Long View also performs monthly reporting and develops necessary process documentation.

As the relationship with CHFA developed, Long View was able to perform a number of key projects:

• A Long View SQL expert assisted in developing the database for CHFA's primary business application
• A sever infrastructure assessment focused on Microsoft Windows Server 2008 and Windows Terminal Services
• Disaster Recovery Planning and the design and implementation of (VMware) virtualization to manage data between CHFA's facilities
• A storage assessment and implementation of Akorri BalancePoint to optimize the virtualized environment

The Payoff
Long View's management of CHFA's service desk saves the company considerable costs and the difficulties associated with high staff turnover and training. CHFA can rest in the knowledge that Long View's expert staff has its IT support needs well in hand at all times, allowing CHFA to focus on its core business operations. Project work conducted by Long View for CHFA has always been focused on improving operational efficiency and ensuring the technology environment is able to best meet the client's needs.

Long View and CHFA have built a solid relationship based on trust and demonstrated value – average FCRs (First Call Resolutions) are at least 60% on the service desk side, and the onsite support staff realize a desktop close rate of almost 99%!