

IT Staffing is challenging and costly to recruit, train & retain.

IT Support



The Challenge

Prior to moving to their new facilities and even afterward, the NAHF's Information Technology needs were small, but expanding. They did not have Information Technology skills as one of their core capabilities. They did not wish to build up an IT organization. They felt that this would detract from their core mission of honoring air and space pioneers, educating the public and preserving the personal history of flight. They determined that relying on competent partners would better satisfy their requirements.

The Solution

Digital Controls analyzed the situation that NAHF was faced with and provided a combination of standard services (End-user Help Desk and On-Site Support) in a contract we call an Enterprise Support Services contract.

At a Glance

The National Aviation Hall of Fame was founded in Dayton, Ohio, in 1962 and chartered by the U.S. Congress in 1964 to honor America's outstanding air & space pioneers.

In 2003, the NAHF opened its 17,000 square-foot public Learning Center featuring six galleries that chronicle the history of flight with a focus on the people that made it happen. Interactive displays highlight achievements of many of the 190 enshrines honored thus far.

The site is also home to the Harry B. Combs Research Center, dedicated to preserving tens of thousands of images and documents tracing the enshrines' life stories. Project SkyReach is the NAHF's character-building education initiative, using enshrines as compelling role models for youth.

Located adjacent to the National Museum of the United States Air Force in Dayton, Ohio, public admission to the NAHF is free.

The contract included remote and on-site support of their network, systems and workstations. Additionally, Digital Controls donated consulting services time to NAHF to provide IT direction, proposed solutions to meet their business needs, and worked to coordinate other vendors' services.

Whether you need an end-user help desk or on-site technical resources, an Enterprise Support Services contract can be customized to meet your needs.



This creative service execution model was required to meet the NAHF's needs at an appropriate cost level. As a fledgling, non-profit organization, they needed a solution that worked within their financial constraints. To meet their financial "footprint", Digital Controls crafted a specialized contract that included a balanced combination of remote and on-site service. Remote support was used for care and maintenance of the systems and performing as much work as possible. To conserve the on-site time (and thus cost), Digital Controls would not go to the site for every 'issue' but consolidated multiple issues until approximately 4 or more hours of on-site time would be utilized.

Now, the customer was effectively supported with only 8 hours per month on-site. Rarely was there an event that needed a rapid on-site response. The NAHF staff found this a good way to support them, and since on-site time was kept to a minimum, it contributed to the financial health of their organization.

Help Desk Support

Businesses are continually transitioning from traditional problem-oriented help desks to integrated customer service centers. A strongly managed IT infrastructure can provide competitive advantages. With **Help Desk Support** you can deliver responsive, cost-effective IT customer service to end-users.

Help Desk Support provides complete access to highly trained engineers (not call center operators) taking end-user calls and beginning immediate work on network, O/S or computer infrastructure problems. The Customer Support Engineer taking the call owns the incident until it is closed. Other help desk services typically route a call around the organization, causing you to lose your internal “advocate” for resolution. Our staff is broadly trained to handle a variety of calls – certified in Cisco, Microsoft, Sun, HP, Novell, McAfee etc... - and equipped to address a wide array of network and computing problems.

Our **Help Desk Support** program is customer driven and customizable to your specific needs. Hours of service, escalation procedures, problem types and equipment supported are all fully configurable when you engage in a **Help Desk Support** contract with the Digital Controls **Technology Services Group**.

On-Site Support

Being competitive in today’s business climate isn’t just a matter of a solid network and computing infrastructure - it’s a matter of keeping your infrastructure up and running.

Outsourcing the management and monitoring of mission-critical network and computing infrastructure is becoming more common every day. Beyond the complexity of the infrastructure itself, rapid change creates a challenging landscape for organizations (often with limited IT resources and budgets) to make the best technical choices and enough training for their IT staff to ensure reliable, manageable infrastructures. We can help reduce risk for customers with **On-Site Support**. The benefits of technology experts on your premises, assisting you with increasingly complex jobs of managing and monitoring infrastructures include:

- Flexible management contracts – As little as 6 months to multi-year engagements
- Pull in additional expertise without the expense of recruiting, training, or in-house staff
- Access to a wide array of our technical expertise – drawing on over 40 years experience
- Certified engineers - Cisco, Sun, HP, Microsoft, Novell, McAfee to name a few
- Overall network and computing infrastructure uptime can be improved when it is monitored and managed at your location by the experts-the **Technology Services Group** division of Digital Controls

With **over 40 years of IT services experience**, Digital Controls is qualified to deploy Help Desk and On-Site Support programs for your organization to exceed your expectations and provide you with the world-class **Customer Care** that you’ve come to expect.