

Success WITH CA

Unicenter®

Customer Info AT A GLANCE

Company Name:

EFW, Inc.

Industry:

Defense Manufacturing

Geographic Location:

Fort Worth, Texas

CA Solution:

Unicenter® ServicePlus
Predictive Tools

Biggest ROI:

Received \$60,000 check from
power company to recoup
losses from power outage.



Computer Associates™

Defense Manufacturer EFW Unravels Power Outage Mystery With Unicenter® ServicePlus Predictive Tools

Established in 1993, EFW, Inc. develops, manufactures and supports sophisticated electronics and electro-optical systems for the global defense and aerospace markets. Its unique capabilities include design, development, production and life cycle support for innovative electronic systems. EFW's defense programs encompass fixed and rotary wing aircraft, ground vehicles, naval vessels, trainers and simulators, as well as command, control and communication systems. Its Airborne business unit develops advanced electronics for the F-16 and V-22 Osprey aircraft, including digital mapping systems and primary flight display systems.

EFW is headquartered in Fort Worth, Texas, and its Year 2000 revenue exceeded \$200 million. It employs more than 750 employees in three facilities in Alabama, New Hampshire and Texas.



Standard Expectations for a Predictive Agent

EFW's service center forecasting goals were simple. They wanted to identify trends within call volume data in order to improve service levels, optimize staffing levels and avoid user downtime due to unforeseen events.

Initially, they tested Unicenter® ServicePlus Predictive Tools to determine how effective they would be in that particular service environment. "We didn't have really high expectations," said Harry Butler, EFW's Support Center Manager. "We just wanted to see if it could possibly help us work more efficiently. Our experience with predictive agents had already proven valuable with manufacturing equipment, so we thought we'd try them out on the help desk side of the house."

Unicenter ServicePlus Predictive Tools analyze historical data from the Unicenter® ServicePlus Service Desk database to make predictions that minimize downtime costs and improve user satisfaction.

EFW expected the software to help them understand service events and responses within their headquarters, but they had no idea that it might go beyond their walls and predict events out of their immediate control.

"Routine" Power Outage Raises Questions

The road to discovery began with a power outage. One Thursday, after installing Unicenter ServicePlus Predictive Tools, EFW experienced a power failure.

It wasn't anything unusual. Severe Texas weather, like thunderstorms, lightning and torrential rain, can cause power outages, so Butler and his team never considered that power loss events could be predicted consistently.

Even in good weather, the variables driving power outages would be quite complex. Technology failures at the power plant, human errors and natural events other than weather can all cause power failures at random.

At the service desk, the effects of the outage snowballed quite predictably—PCs crashed, service desk call volume increased, sensitive manufacturing equipment went down. "We handle every call in the plant—not just IT calls," said Butler.

"So all kinds of equipment, including the occasional desktop and printer, had to be brought back up in a proper manner. Techs needed to be dispatched and so forth." With more than 500 users, a power outage can spike call volume dramatically.

"As far as the power goes, we didn't think anything of it," continued Butler. "Like any other facility or neighborhood, we occasionally lose power. It wasn't anything that you could pinpoint."

But then Butler took a look at the trend data coming from Unicenter ServicePlus Predictive Tools. By backtracking through historic data and examining it closely, he saw consistent service call spikes every four weeks, which happened to fall on



Success WITH CA

“
I can see call volume trends and then create really accurate manning charts that place support personnel at the right locations at the right times.
”

Harry Butler
Support Center Manager
EFW

Thursdays. “We asked ourselves the obvious questions,” said Butler. “Why this pattern? What is happening at these particular times? Nothing on our premises indicated a source, so we called the power company to investigate. It turns out that some other company within our loop was running a program that drew tons of power every third Thursday of the month. That put a drain on our system and knocked us out.”

Exceeding Expectations

EFW purchased Unicenter ServicePlus Predictive Tools to help them with run-of-the-mill service desk trends, so this extended capability to see larger processes surprised them. “We mainly use the software to make sure our staffing is adequate for call volume,” said Butler. “I can see call volume trends and then create really accurate manning charts that place support personnel at the right locations at the right times.”

“We found we could successfully use it to plan around vacation times, schedule training around low call volume periods and predict the ability of techs to meet their service-level requirements,” he continued. “I can transfer calls to other support personnel or give techs additional support based on predicted trends. With it we can accurately predict volume seven days into the future. But this power outage thing was a bonus.”

Cold, Hard ROI

The power outage episode provided EFW with an immediate, tangible ROI – cold, hard cash from the power company. “They solved the power spike issue and handed us a check for \$60,000, which was based on the losses we incurred,” said Butler.

“We would never have caught it without Unicenter ServicePlus Predictive Tools. Normally, we take power hits all the time. We’re in Texas, the weather can get pretty severe, and it’s just not all that unusual. With the predictive tools, a pattern emerged that we were blind to previously.”



Computer Associates™



ISO 9002
Lic. 2443

**For more information, call 1-888-864-2368
or visit ca.com**

© 2002 Computer Associates International, Inc. (CA). All trademarks, trade names, service marks and logos referenced herein belong to their respective companies MP158870902