



A centralized service desk transformed Rayonier from firefighting mode into a business-focused, process-driven IT organization.

# CASESTUDY

## CLIENT PROFILE: RAYONIER

[www.rayonier.com](http://www.rayonier.com)

### Industry

International Forest Products:  
Timber, Real Estate, Performance Fibers

### Employees

2000

### Headquarters

Jacksonville, FL

### Sales

\$1.2 billion

### Solutions

Service Desk  
IT Operations

## BUSINESS CHALLENGE

Rayonier, a leading international forest products company, had a decentralized IT organization with five disparate IT departments scattered across the country. A lack of centralized governance, reporting process and metrics led to underfunded and poorly managed IT infrastructure. There was little documentation and no standardization. Financial management was weak due to multiple cost centers and they had few tools deployed to manage IT assets. Rayonier recognized the need to centralize and re-form IT as a single centralized department and looked to Enterprise Integration (EI) for help.

## THE EI SOLUTION

Enterprise Integration engaged with Rayonier to take on both the Service Desk function and IT Operations. Off-loading this centralization and consolidation effort to EI enabled Rayonier to focus on the strategic: aligning IT with their internal business units. Ten Rayonier Service Desk employees transitioned to become EI team members and 18 other dedicated employees were hired under the direction of a Client Manager. A single centralized 24 x 7 support service desk was created and clear and concise reporting was implemented. A centralized change management process along with monitoring and alerting were put into place.

“At the end of the first year with EI, we went to the Board of Directors and told them we absolutely chose the right partner for this monumental task.

—Mitch Walters, Chief Information Officer”



ENTERPRISE INTEGRATION

**THE EI VISION: Success through excellence in people, process and technology.**

**PEOPLE**

EI is made up of the brightest, most passionate, enthusiastic and innovative people in the IT business. Our highly skilled and knowledgeable staff, with more than 600 certifications, has engineered some of the most extraordinary IT solutions in the industry.

**PROCESS**

EI has developed agile IT service delivery processes based on ITIL® and Six Sigma that we can customize for your unique needs. Measurable, integrated, automated, predictable and fact-based processes are key to driving breakthrough improvements.

**TECHNOLOGY**

EI's proven technology, tools and best practices optimized for your business allow EI to deliver on the true value of IT. Our strategic, proprietary support tools create raving fans as we deliver meaningful results in your business.

**THE RESULTS**

Rayonier's previous five disparate IT locations have been consolidated into one, streamlined, efficient operation. With EI operating the centralized Service Desk and IT Operations functions, Rayonier is a tool-driven empowered enterprise IT organization with a stabilized environment. Reporting is thorough and specific and documentation now includes 150 knowledgebase documents. The Service Level Agreements have been greater than 95% for the last 7 months to a goal of 90%. The customer satisfaction rating is at an all-time high of 4.4 out of 5 and 70% of the tickets are being resolved within the first day of notification. The IT Department at Rayonier has been able to focus on value-added, strategic services for the business units.

**THE FUTURE**

With their environment now stabilized and a centralized service desk allowing for efficiency across the board, Rayonier's IT organization has matured and now has the ability to focus on strategic projects instead of spending their time putting out the fires. The IT staff are freed up to work on key initiatives to include data center consolidation, application consolidation and internet and security improvements. As a strategic partner, EI will lead Rayonier through license management and technology refresh processes to help further increase efficiency within the IT organization.