



A centralized service desk

# Transformed Rayonier

from firefighting mode into a business-focused,  
process-driven IT organization



**ENTERPRISE**  
INTEGRATION

## 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.

### CLIENT PROFILE: RAYONIER

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

#### Industry

International Forest  
Products: Timber, Real Estate,  
Performance Fibers

#### Employees

2,000

#### Headquarters

Jacksonville, FL

#### Sales

\$1.2 billion

#### Solutions

Service Desk IT Operations

# 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.

## THE RESULTS

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.

## 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.

*"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*

### THE EI VISION:

**Success through excellence in people, process and technology.**

#### PEOPLE

EI is made up of 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.