



## Jordanian Ministry of Education (MoE) Awards Optimiza a Five-year Outsourcing Contract for IT Service Desk and Support Services

The Jordanian Ministry of Education (MoE) provides a very wide range of Educational services, with a total number of 75824 teachers, 13939 officers and 10524 employees serving more than 3267 schools providing educational services for more than 1.2 million students.

MoE was in need to provide support and maintenance services for more than 5000 Servers, desktops, laptops, printers and many others peripherals located at all MoE locations distributed all over the Kingdom; including all MoE Directorates and Schools, in a professional manner to guarantee the availability of such systems in a higher satisfaction rate.

In order to provide such services, MoE awarded Optimiza a five-year outsourcing contract for IT Service Desk and Support Services that includes:

- A maintenance contract that covers all hardware equipment owned by MoE and deployed in more than 4,000 schools across Jordan
- 22 Optimiza technical resources to deliver onsite hardware support and maintenance services over 56,000+ equipments, including servers, desktop & laptop computers, switches, printers, projectors
- Five remote service center offices distributed all over Jordan; Amman, Zarka, Irbed, Karak and Aqaba
- Support services delivered according to best practice of IT service management (ITIL)
- The Customer Call Center handles support calls, and logs incidents. Customers may report incident using Optimiza's direct telephone lines, fax, web portal or email.

Moreover, Optimiza automated the support service management with HP OpenView Service Desk and published a support portal for customer self care.

After 56 months of successful Service Desk outsourcing MoE enjoys a successful service delivery of requested services with a higher rate of satisfaction.