

Meeting IT Outsourcing Needs

For Vyyo, a supplier of broadband access equipment for cable system operators, consolidating and moving its headquarters to the U.S. presented the opportunity to re-examine how best to manage its IT services. As part of this transformation, Vyyo decided to concentrate on core business and outsource management of IT operations. It didn't have to look far or long for an ideal partner. Already pleased with The Intersect Group's expert finance & accounting consulting, Vyyo again turned to the multi-faceted firm—this time for another of its unparalleled areas of expertise: IT services.

The Intersect Group quickly delved into Vyyo's technology needs, analyzed its business issues, lined up experienced technical resources and presented a cost-effective delivery model. Immediately after making the decision to outsource, Vyyo was able to turn over all IT support activities. Day-to-day support is managed by a full-time, senior Intersect IT professional. The Intersect Group also dedicates a CIO resource to serve in a strategic capacity as needed.

Within days, The Intersect Group began making a difference, streamlining systems, resolving long-standing issues, and adding services to better serve Vyyo's essential business, both locally and internationally. This effort included stabilizing email communications, conducting scheduled backups and creating best practice IT processes for change management, asset management, and system deployment. And it involved establishing an effective service request system that resolves users' issues in minutes, rather than days.

Moreover, the team has moved IT service delivery from a reactive to a proactive approach. The Intersect Group introduced system performance monitoring tools for early notification of issues in time to resolve problems before they impact the business. Additionally, it is realigning vendor relationships to enhance service deliverables and optimize service contracts

Constantly diagnosing pain points and searching for opportunities to improve operations, The Intersect Group has raised the level of IT support across the board and has provided Vyyo a valuable new perspective that enables strategic use of technology to support its business goals.



"The Intersect Group provides tailored services that meet the specific needs of our situation. Their business model provides for the flexibility to meet our needs even as our needs change."

Rob Mills, Vyyo CFO

About Vyyo Inc.

Vyyo Inc. (NASDAQ: VYYO) delivers to cable system operators a powerful, economic platform with fiber-like performance that extends their dominant bandwidth position over the competition and drives new revenues. Vyyo's UltraBand™ spectrum overlay technology expands typical HFC (hybrid-fiber coax) network capacity in the "last mile," cost-effectively offering the only solution that quadruples upstream and doubles downstream bandwidth to help operators deliver new, advanced residential and business services at a fraction of the cost of fiber deployments. Vyyo is based in Norcross, Ga. More information is available at www.vyyo.com.

About The Intersect Group

The Intersect Group is a privately held, Atlanta-based firm offering IT and finance & accounting expertise to progressive, high-growth companies. The professional services firm helps Fortune 1000, middle market and emerging companies, including those backed by private equity firms, transform. Through our executive/advisory, consulting, and staffing services, we are focused on clients' growth and on helping them achieve leadership positions. More information is available at www.theintersectgroup.com.

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