



## Case Study

Large IT services and consulting provider and its customer, a leading international bank, sought inventory assessment for over 80,000 assets in more than 775 cities worldwide

### Client:

One of the World's Largest Information Technology Services and Consulting Providers and its Customer, a Leading International Bank

### Industry:

Information Technology

### Service Offering:

#### Global Services

- Asset Inventory Services
- External Inventory Services
- Custom Inventory Services



**The Situation:** TEKsystems'® client, one of the world's largest information technology services and consulting providers, was under contract with a leading international bank to provide support for its entire IT infrastructure. Part of the client's engagement required the physical validation and inventory of 80,000 of the bank's computers and peripherals in its 10,000 worldwide banking and data center locations. These banking and data centers are located in more than 500 sites in the U.S. and Canada, more than 100 sites in India, more than 50 sites in Asia Pacific, and more than 124 sites in Europe, the Middle East, or Africa. The client also needed a web-based inventory process to address an additional 3,000 remote users. The project timeline called for a 90-day completion.

**The Challenge:** The client did not have the necessary resources on a domestic or international basis to complete a project of this magnitude in the required turnaround time. Furthermore, the client lacked the technology and tools to ensure data accuracy as set forth by the stringent Service Level Agreement. As a premier provider of technology staffing and services, TEKsystems' inventory project management expertise and domestic and international presence were appealing to the client, as were TEKsystems' staffing flexibility and handheld inventory technology. The client opted to bring TEKsystems on-board.

**The Response:** After collaborating with the client on the processes and procedures to perform the inventory, TEKsystems assembled an experienced project management team and began work. TEKsystems utilized its previous asset inventory experience and best practices to create an efficient schedule that met the client and bank's timelines. A TEKsystems project manager coordinated travel and visits to the more than 775 worldwide cities. Fifteen TEKsystems team leads and 115 TEKsystems technicians inventoried more than 80,000 assets in a 12-week period. TEKsystems' IT department also developed, managed, and monitored a web-based mail kit to cover the 3,000 worldwide remote users that were not slated for physical visits due to logistical and economic issues.



**The Result:** TEKsystems' involvement and management of the complete inventory project allowed the client to focus its efforts on the bank's senior level asset management projects. The client was able to meet the bank's time-sensitive deadline and, with TEKsystems help, deliver a baseline inventory that met the Service Level Agreement requirements. TEKsystems' asset inventory methodologies, tools, data quality, and delivery methodology proved, on more than one occasion, to be of better quality than those employed by the two local companies the client used to complete the inventory in the Netherlands and South America.

**The Technology:** TEKsystems utilized handheld bar code technology for data collection, proprietary Aperture™ software for on-site edit routines and quality assurance, and a back office Quality Assurance Department for individual record review. Final results were delivered to the client in a Microsoft® Access database. TEKsystems' IT department also developed an inventory web page to interface with the bank's web page. This enabled remote users to seamlessly register their company-owned assets.