



## Case Study

A leading international insurance and financial services organization required installation and upgrade of 106 servers, site inventory, and next day support in 49 locations

### Client:

A Major International Insurance Company

### Industry:

Financial Services

### Service Offering:

#### Global Services

- Deployment Services
- Technology Installations & Upgrade
- Asset Inventory Services
- Asset Retirement Services



**The Situation:** This client is one of the world's leading international insurance and financial services organizations, with operations in more than 130 countries and jurisdictions. In the United States, the client is one of the largest underwriters of commercial and industrial insurance and is a top-ranked life insurer.

The client's initiative consisted of upgrading and/or replacing 106 servers, migrating data and installing software, performing functionality testing, and providing next-day server support in 49 locations throughout the United States. Excess hardware needed to be shipped to the client's data center.

**The Challenge:** The client sought an outside resource who would focus on the implementation to help ensure a smooth completion.

**The Response:** As a premier provider of technology staffing and services, TEKsystems® was able to provide qualified resources at each location to perform site inventory services of all existing surplus equipment, upgrade and/or replace designated servers, perform data migration, and test the newly installed/reinstalled servers to ensure proper functionality. TEKsystems' services also included next-day server support for the day after installation to provide immediate response to any problems not identified during testing.

**The Result:** During implementation, TEKsystems inventoried and documented all existing surplus equipment, replaced or upgraded servers as specified by the client, configured servers with the client's standard image, migrated data from legacy servers to new servers, installed additional software, moved old servers, tested installation, provided on-site day-after technical support for any questions and troubleshooting, and shipped excess equipment back to the client's data center.

TEKsystems also provided remarketing/recycling services for the legacy equipment being displaced. The program provided the necessary services to assist the client in minimizing the cost of retiring information technology assets and maximizing the sale proceeds of retired assets.