



Case Study

TEKsystems provided an inventory of 80,500 IT assets at 450 airline sites worldwide to help an IT services provider establish an outsource program

Client:

A global IT services provider and its client, a large international airline

Industry:

Hospitality/Transportation

Service Offering:

Global Services

- Asset Inventory



The Situation: TEKsystems' client, a global IT services provider ("client"), won a contract with a large U.S.-based international air carrier to outsource the management of its IT desktop infrastructure. This airline had over 50,000 employees with sizeable operations in 34 countries. The program included all IT assets in the ticketing, check-in, and airport operations centers in corporate and airport facilities in the United States, Asia Pacific, Latin America, and Europe.

An accurate physical inventory would be required to facilitate business decisions throughout the lifecycle of the program. Because contract billing and other financial considerations would be tied to the quantities of IT assets, an accurate inventory would also be critical for accurate billing.

The Challenge: Because the client needed the results of the inventory to establish the outsource program, the schedule was critical to the client. The client's contract with the airline established an aggressive deadline for completion of the inventory, and the client would incur penalties if it missed the deadline.

The client needed extremely accurate data to establish and maintain the outsource program, and it set a data accuracy benchmark of 95 percent or greater. Accuracy at this level would require a site visit at most airline locations. The international aspect of the project would expand the logistic challenges and responsibilities inherent to any large project, including language barriers, time zone differences, visa and other travel challenges, and post 9/11 security restrictions. In addition, the airline's largest traffic hub alone operated 650 departures daily, and the airline would tolerate minimal disruption to busy airport personnel and customers.

This client decided to engage a partner with the processes, tools, and in-house expertise necessary to meet its data standards.

The Response: TEKsystems® collaborated with the client to develop project schedule that would meet its deadline. The fifteen-week project included just twelve weeks of site visits to collect the data and concluded with final data normalization activities. To meet this schedule, TEKsystems' back-office team provided around-the-clock project leadership, guidance, and issue resolution.



TEKsystems provided a fixed per-asset price to complete the inventory and offered to pay financial penalties should the data fail to be at least 95 percent accurate. To meet this service level, TEKsystems inventoried the majority of assets through on-site team visits using state-of-the-art technology. TEKsystems' site teams included forty-two experienced team leads and technicians who were prepared to meet the day-to-day challenges of the project. TEKsystems used a blended model to address security clearance requirements: clearances for site team members at large airports were individually processed, and at small airports escorts of cleared airline employees or third-party vendor personnel guided teams through the terminals.

TEKsystems' site teams used bar-code technology and handheld electronic data collection devices to collect data quickly, reduce human error, and minimize data entry inconsistencies. The speed and accuracy of the data collection minimized the amount of time spent at each asset. Both benefits minimized the inconvenience to airline personnel and customers.

The use of technology also allowed the site teams to quickly load data to field laptop databases, run preliminary in-field quality checks, and transmit the data to TEKsystems Quality Enforcement Team. The data was analyzed daily using TEKsystems' proprietary tools and processes to identify accuracy issues.

TEKsystems accommodated the smallest and most remote sites through a more cost-effective web-based self-inventory solution. TEKsystems customized data entry screens with pre-populated drop-down lists, and sent a kit to each of these sites with instructions and asset tags. Once the site contact entered the data, TEKsystems' Quality Enforcement Team processed it using the same tools and processes used for the data collected by TEKsystems' site teams.

At the completion of the project, TEKsystems provided the final clean and consolidated data in a customized format that allowed the client to easily and seamlessly integrate the asset inventory data into its asset management tools.

The Result: Through established asset inventory and project management practices, TEKsystems inventoried more than 80,000 assets and 1.6 million data elements at 450 sites in 34 countries worldwide. The data was delivered on time, the client incurred no penalties, and TEKsystems' innovative solution and fixed per-asset price allowed the client to meet its budget. By outsourcing the inventory to TEKsystems, the client was able to focus on its business need of establishing its program to manage the airline's IT assets.

The Technology: TEKsystems used handheld electronic data collection tools, its proprietary asset inventory Quality Enforcement database matching systems, and its proprietary self-inventory web kit for remote locations and mobile laptop users.