



Case Study

An industry leader in computer systems manufacturing required service partner to facilitate data migration, deinstallation, and on-site support across a large geographical area

Client:
A Leading Computer Systems
Manufacturer

Industry:
Information Technology

Service Offering:
Component Services
- Deployment Services
- Technology Installations &
Upgrades



The Situation: The client is an industry leader in computer systems manufacturing and has dominated the direct-to-consumer marketplace by providing a high value, low cost product that is easily tailored to client needs. They provide a wide variety of products including server, PC, storage, and professional services that are targeted to both large, global businesses and home user consumers. The client has consistently provided well designed, quality products to their customers; however, they often seek assistance in order to directly serve all of them. Therefore, in the past, the client has relied on service partners to complete their product fulfillment and support model for customers.

The Challenge: The client's customer, an oil and gas company, wanted to refresh its current systems by installing approximately 1,000 new PCs. This was to occur over a diverse geographical area, which included Louisiana, New Mexico, Texas, and Canada. At the same time, TEKsystems® client needed to facilitate the data migration and deinstallation services on the equipment that was being replaced. They also required a Level 3 DoD-compliant disk wipe for the legacy hard drives and therefore needed on-site support before and after the installation to ensure a high level of customer satisfaction.

The Response: TEKsystems already had a proven track record working with the client and had partnered together on over 550 projects since 1999. Previous projects were completed on time, on budget, and with high customer satisfaction. As a premier provider of technology staffing and services, TEKsystems had demonstrated its value and commitment to service through project management expertise and proven methods, such as National Logistics Office, Service Management Portal, and PMI based project management methods.

To address the requirement of this specific project, TEKsystems Component Services® provided a managed service that included the image installation and system preparation of 913 new PCs, the deinstallation of 774 existing PCs, the installation of 774 new PCs -



including application installation - the migration of user data from each existing PC to the new PC using a data migration utility, and a Level 3 DoD-compliant erasure of the legacy hard drives. TEKsystems project team included a project manager, approximately 45 Technical Professionals, and a variety of back office resources.

The Result: TEKsystems was able to deliver the desired result in a timely manner. The project lasted approximately five weeks from the kickoff meeting through closeout. TEKsystems also received 100% customer satisfaction from a customer survey and improved the clients overall service reputation. Because of the technology upgrade, the end customer will now encounter fewer system problems, increased capacity, and overall improved performance.

The Technology: TEKsystems Component Services used Service Management Portal (SMP), a Microsoft® SharePoint® technology, that allows for online collaboration with customers, technicians, and their internal staff. Also, TEKsystems used data migration utilities that allowed for automated migration of PC personality data from the old to the new systems. In addition, the use of data disk removal software permitted the Technical Professionals to perform disk wipe services on all legacy machines.