



Case Study

Construction and building maintenance product manufacturer required project management methodology to implement a wholesale upgrade of their desktop platform as well as remarket/recycle displaced legacy equipment

Client:

Construction & Building
Maintenance Product
Manufacturer

Industry:

Manufacturing

Service Offering:

Component Services

- Deployment Services
- Technology Installations & Upgrades
- Asset Retirement Services



The Situation: As a world leader in developing, manufacturing, and marketing added-value, top-quality products for professional customers in the construction industry and building maintenance field, the client needed to upgrade its desktop computing platform at 81 of its stores across the United States. After uninstalling the old hardware, the new PCs needed to be imaged, configured, and installed. Some locations required additional network cabling to support the new hardware.

The Challenge: The client did not have the internal resources to perform this upgrade project and looked for an outside resource to provide these services in the desired timeframe.

The Response: As a premier provider of technology staffing and services, TEKsystems® leveraged its national coverage of more than 90 offices throughout North America to build a project team with the right talent and geographic coverage to meet the company's needs. Through a direct services model and a breadth of service offerings, TEKsystems routinely performs national projects more quickly and more cost-effectively than other competitors, and did so for this client.

The Result: TEKsystems completed the technology upgrade services at 81 client stores over a four-week time frame. This work included: uninstalling the legacy equipment, installing the new PCs, re-imaging them with a standard image, and configuration of Microsoft® Outlook®, user and network profiles, and IP printing. TEKsystems provided cable drops at 30 of those locations.

Additionally, TEKsystems provided remarketing/recycling services for the legacy equipment being displaced. TEKsystems offers a cost-effective process to recover maximum value from idle and unused desktop technology assets. The program provides the necessary services to assist the customer with minimizing the cost of retiring information technology assets and maximizing the sale proceeds of the assets that are retired.

As a result of utilizing TEKsystems services, the client was able to complete its upgrade on time and within budget. The client, in the close-out documentation, stated that, "Progress reporting was adequately defined during the kick off meeting, and communicated effectively throughout the project. Progress reporting and escalations were both efficient and effective."

The Technology: TEKsystems proprietary project management methodology

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