



Case Study

The merger of two large banking institutions created an urgent need for high-performing desktop support technicians

Client:
A Financial Services
Corporation

Industry:
Financial Services

Service Offering:
Staffing Services
- Infrastructure Staffing Services



The Situation: The merger of two large banking institutions resulted in a new company with dramatically different desktop support needs, leaving existing staff suddenly responsible for supporting an additional 400 desktops.

The Challenge: This newly merged corporation was seeking a staffing solution to support the increase in users. After several meetings and discussions with the client, TEKsystems® determined the client required two Level III support technicians to assist with the extra support and activity associated with the merger. The technicians support Microsoft® Windows® NT desktops on a Novell® 4.11-5.0 network and support applications such as Lotus Notes®, Internet Explorer, Netscape® Explorer, and Microsoft® Office. They provide desktop support to end-users at the bank, handle escalated issues from the help desk, and provide desktop troubleshooting.

The Response: As a premier provider of technology staffing and services, TEKsystems quickly determined the clients' needs and was able to identify two quality individuals with the necessary skills who were available immediately to meet the clients' business demands.

The Result: Because of the quality of service provided, the support technicians' contracts were extended. As a result of both technicians' work and TEKsystems' level of service, another individual was successfully placed at the bank. The quality of individuals TEKsystems provided to the client also resulted in additional staffing opportunities in other groups within the company.

The Technology: Microsoft® Windows® NT 4.0 desktops, Microsoft® Office, Netscape® Explorer, Microsoft® Internet Explorer, Lotus Notes® 4.X-5.X, and Novell® 4.X and 5.X servers