



Case Study

International electronics and engineering company required cost-competitive, resource-based service for large desktop relocation and nationwide post-relocation support

Client:

A Large Electronics and Engineering Company

Industry:

Information Technology

Service Offering:

Team Services

- Coordinated Deployment Team Services



The Situation: The client is a large electronics and engineering company, and a leader in Medical, Power, Automation and Control, Transportation, Information and Communications, Lighting, Building Technologies, Water Technologies and Services, and Home Appliances. Founded nearly 160 years ago along with its subsidiaries, it employs 460,000 people in 190 countries. Eleven of its worldwide businesses are based in the United States, and employ approximately 70,000 people nationwide and in Puerto Rico.

The Challenge: One of its largest clients, a leading financial services firm, engaged the client's Business Services group to support a series of desktop relocation initiatives. The project was part of the financial services firm's ongoing business objectives, and required that nearly 2,000 of its systems and peripheral devices be deinstalled and reinstalled throughout its various nationwide locations. The firm also required roaming technician support following each series of moves to quickly resolve any issues related to the relocation. The client had the appropriate project management capabilities, but did not have the scalable local resources necessary to execute the relocation efforts or provide post-relocation support. Resource reliability was also a concern due to the project's requirement for weekend work.

The Response: TEKsystems'® proven reliability, quick and efficient recruiting turnaround, and nationwide coverage complemented the client's project management capabilities. Working with its customer, the client managed the relocation schedule, determined the resource plan, and provided overall project oversight. In answer to the client's project needs, TEKsystems offered its Coordinated Deployment Team Services (CDTS) offering. To streamline the recruiting and hiring process, TEKsystems provided a single point-of-contact for distribution of the resource requirements and managed the on-boarding of the technical team. TEKsystems also provided automated check-in and check-out technology to monitor its Service Level Guarantee and report this status



to the client. So as to minimize travel costs, TEKsystems locally recruited teams of PC Technicians to perform the equipment relocations and subsequent week-long onsite support. TEKsystems ensured that the client was aware of all project activities through its weekly status reports to summarize the project's actual progress against plan.

The Result: As a premier provider of technology staffing and services, the client was able to leverage TEKsystems' national footprint and proven logistics infrastructure to ensure that quality resources were available to support its project. Because the client maintained responsibility for overall Project Management, TEKsystems was able to provide a cost-competitive, resource-based service that fit into the client's delivery model and project budget. TEKsystems exceeded its Resource Fulfillment Guarantee for technician quality and resource fulfillment, ensuring the client's successful execution of this project for its customer on time and within budget.

The Technology: TEKsystems used its proprietary Resource Management Tool, an Interactive Voice Response-based (IVR) system to manage technician check-in and check-out, and to monitor technician progress at the customer sites. TEKsystems' web-based customer portal was made available to communicate ongoing project status regarding activity progress, schedule, and budget.