



## Case Study

A worldwide IT services and solutions company met SSA requirements for nationwide contract support by deploying cost-effective teams of technicians

**Client:**

A Worldwide IT Services & Solutions Company and its Customer, the Social Security Administration

**Industry:**

Government

**Service Offering:**

**Staffing Services**

- Infrastructure Staffing Services



**The Program:** A worldwide IT services and solutions company was asked to provide LAN components and intelligent workstations to the Social Security Administration (SSA) as part of the SSA's Intelligent Workstation/Local Area Network Workstation (IWS/LAN) initiative. This initiative was part of the National Institute of Health's (NIH) Chief Information Officer Solutions and Partners (CIO SP) contract.

In answer to the SSA's request, the client provided approximately 6,600 microcomputers and workstations, which were installed nationwide at 279 LAN facilities. The client also provided network hardware, software, high- and low-end servers, printers, notebook computers, and other peripheral devices. Additional hardware, software, technical services, and customized training were procured with the client's assistance to support the SSA's IT initiatives for employees with disabilities.

**The Scope:** The SSA contract called for the client to deliver a network refresh to include servers and workstations at each Social Security Administration location throughout the United States. The contract also stipulated that the client provide a centralized help desk to support all SSA end-users affected by the refresh.

**The Support:** As a premier provider of technology staffing and services, TEKsystems® supplied between 40 and 60 network and desktop technicians to form traveling teams with the assistance of the client's project manager and other key personnel. The teams were based out of the client's facility in Virginia and traveled with a client lead to each SSA site to perform the server and workstation installations.

TEKsystems also supplied 10 to 15 technical analysts to work in the client's deployment center. This group was responsible for scheduling and coordinating all deployment activities, as well as for providing the first line of support for any issues that arose while a team was onsite at an SSA facility.



Additional help desk support specialists were provided by TEKsystems to assist SSA users as they became acclimated to the new system. TEKsystems also helped the client with the server refresh by providing local teams at each SSA site to work alongside a client lead.

**The Result:** Benefits to working with TEKsystems were far-reaching, both for the client and for the SSA. TEKsystems' nationwide coverage area allowed it to quickly provide local technicians in each city where SSA facilities are located. The local technicians were then supervised by one of the client's lead technicians. The client needed only to assume travel and per diem expenses for its lead technician. This partnership offered an efficient and timely solution to the client's staffing requests and resulted in significant cost savings. TEKsystems' support throughout the contract was provided in an organized, timely, and professional manner, which afforded the client more time to focus on its core capabilities.