



Case Study

Large financial services provider sought cost-effective resource management and technical support for multiple location conversion

Client:

A Large Financial Services Provider

Industry:

Financial Services

Service Offering:

Component Services

- Deployment Services
- Technology Installations & Upgrades



The Situation: One of the largest financial services providers in the United States was looking for technical assistance in converting its network topology from Token Ring to Ethernet. Timing was especially crucial with this project, as the client needed all parts of its business to be fully operational on weekdays - particularly during the hours between the opening and closing bells of the stock market.

The Challenge: In order to minimize the impact on daily business operations, the client wanted all work done during the weekend hours. The client needed an outside resource with project experience and qualified, readily-available resources to efficiently execute the upgrade in 12 of its major locations. The client also wanted a service provider who was skilled in resource management and technical support and who could offer all of these services as a cost-effective service.

The Response: As a premier provider of technology staffing and services, TEKsystems'® extensive global network of IT professionals and expertise in project-based work made them an attractive ally. TEKsystems' nationwide recruiting force enabled a quick assembly of an 80-person team of locally recruited Technical Professionals, thus saving the client money on travel costs. Teams consisted of a project manager, project coordinators, project leads, team leads, and PC technicians. Over the course of several months, TEKsystems' Technical Professionals upgraded approximately 3,000 devices at 12 major client locations.

The Result: Thanks to careful planning and the utilization of local resources, TEKsystems successfully delivered the client's Token Ring to Ethernet conversion project on time and within budget. TEKsystems' ability to conduct the necessary work during the weekend hours was critical to the project's success and resulted in little to no disruption of the client's daily business operations.