



Case Study

Leading provider of central office, transmission, and data equipment required telecom technicians to assist with equipment removal in over 200 locations nationwide

Client:

A Leading Provider of Telecommunications Central Office, Transmission, and Data Equipment

Industry:

Communications

Service Offering:

Global Services

- EF&I Solutions
- Wireline Services



The Situation: A leading provider of central office, transmission, and data equipment for the telecommunications industry was engaged in a project involving the removal and resale of telecom equipment for one of its customers. The client specializes in the management and dispersal of excess and idle assets for the leading telecom carriers. It is a top resource for the design and management of custom investment recovery programs to suit companies wishing to engage in profit-driven asset management. The client appraises and resells telecom equipment ranging from simple circuit packs to complete switch sites.

The Challenge: Although the client's services focus on the appraisal and resale of a customer's telecom equipment, it did not have clearance to access the leading telecom carriers' facilities. To complete its removal and resale service offerings, the client relied on a number of partners with access to all of the major long distance carriers' telecom hubs. One of the client's top customers had recently eliminated part of its telecom technology due to changing priorities, but wanted to recoup some of its investment in the leftover equipment. In order to handle its customer's request, the client needed a partner that was certified with a specific telecom carrier.

The Response: For several years, TEKsystems EF&I Solutions, LLC® – a subsidiary of TEKsystems, a premier provider of technology staffing and services – has been a certified vendor with this particular carrier, which fit well with the client's project needs. The client had previously worked with TEKsystems' EF&I Solutions on a number of initiatives, and was confident in its ability to successfully and efficiently manage projects of all sizes. After meeting with the client to craft a custom solution for the specific project requirements, TEKsystems EF&I Solutions took over this portion of the client's equipment removal project. TEKsystems EF&I Solutions coordinated the project details and timing with the carrier's managers and building technicians so all would be comfortable with the project's goals and expectations. For approximately four months, TEKsystems EF&I Solutions supplied up to six telecom technicians to complete the equipment removal procedures in more than 200 nationwide locations. This included arrangements for shipping the bundled equipment to the client's warehouse and performing an acceptance walkthrough of the carrier's emptied space to ensure that TEKsystems EF&I Solutions had met all removal standards.



The Result: TEKsystems EF&I Solutions' involvement in the project enabled the client to meet its customer's needs for the removal of customer equipment in the carrier's space. TEKsystems EF&I Solutions' standing as a certified vendor helped facilitate the project, thus allowing the client to provide a timely and useful service to its customer. Through its flexibility in travel to nationwide locations and ability to support projects of all sizes, TEKsystems EF&I Solutions was able to offer a tailored solution to answer the client's specific needs. TEKsystems EF&I Solutions' successful delivery of this solution allowed the client to focus on its core competency – the assessment and resale of its customer's telecommunications equipment.