



Case Study

A nationwide mortgage banking company required PC upgrades in over 35 financial centers throughout the U.S.

Client:
Nationwide Mortgage Banking
Company

Industry:
Financial Services

Service Offering:
Component Services
- Deployment Services
- Technology Installations &
Upgrades



The Situation: One of the nations' premier mortgage banking institutions was looking to upgrade their PCs in a timely manner. Current PCs were not meeting the standard hardware requirements that were needed to run an updated software package being utilized by the financial centers, thus impacting the expansion efforts and also creating additional support work for the IT department by not running on a homogenous computing environment. The organization required technical assistance with this upgrade in over 35 financial centers throughout the US.

The Challenge: When initially bidding for the project, TEKsystems® had to compete head-to-head with the client's incumbent service provider - a company with whom the client previously had a two year relationship. Through a direct model approach, including establishing key relationships with members of the IT executive team, TEKsystems was able to present a compelling implementation strategy and become the sole preferred supplier for this major IT initiative. TEKsystems nationwide reach, coupled with its ability to leverage a direct workforce that would ensure consistent resource management across the enterprise, ultimately solidified the decision for the client.

The Response: TEKsystems leveraged its national footprint to mobilize local-market project teams to reduce the costs associated with traveling project teams. TEKsystems utilized its national Project Management Office (PMO) and proven proprietary methodology to help ensure that the right people were in the right place at the right time. The engagement was completed over a four month timeframe including delays caused by moratoriums at the end of each month due to the loan closing process.

The Result: As a leading provider of technology staffing and services, TEKsystems was able to efficiently deploy the Microsoft® Windows® 2000 Operating System across the enterprise without disrupting day-to-day operations. This enabled the IT department the ability to provide better support to the end users and at the same time, reduce the amount of calls to the help desk. Also, due to the new technology, customer service and worker productivity have both improved in the retail centers. The project was completed on time and under budget.