



## Case Study

IBM Global Services and its client, a large utility holding company, seek assistance with nationwide upgrade

**Client:**  
IBM Global Services and its  
Customer, a Large Utility  
Holding Company

**Industry:**  
Information Technology

**Service Offering:**  
**Component Services**  
- Deployment Services  
- Technology Installations &  
Upgrade



**The Situation:** IBM Global Services' client is a large utility holding company whose subsidiaries provide natural gas, electricity, and other utility products and services to approximately 3.8 million customers. Its service corridor runs from the Gulf Coast through the Midwest to New England. The client's business focus is on gas distribution operations, gas transmission and storage operations, electric operations, and other utility operations. In order to reduce internal costs and concentrate on its core energy business, the client decided to outsource a majority of its information technology operations to IBM Global Services.

**The Challenge:** Part of the client's IT operations included an initiative to upgrade its PC hardware, operating system, and infrastructure. This initiative will help the client keep pace with current technology while bringing all of its subsidiaries under one system, and it will be its first PC hardware upgrade since 1999. The client has over 20 locations and remote sites in addition to 17 subsidiaries that it needs to reach, and the logistics and staffing for a project this size requires assistance from a company with appropriate resources. Because of previous, positive experiences with TEKsystems Staffing Services®, IBM Global Services and its client came back to TEKsystems, a premier provider of technology staffing and services.

**The Response:** IBM Global Services selected TEKsystems to execute the nationwide rollout portion of the upgrade. TEKsystems' national standardized delivery capabilities to provide effective resource management across multiple locations, and its ability to manage the entire contingent workforce had been proven to both IBM and the client on different occasions. TEKsystems will locally recruit and staff the project for each site so as to forgo the cost of a traveling delivery team. Depending on the size of the location, teams of two to 11 desk side support technicians will upgrade the client's current Microsoft® Windows® 2000 or Windows® 98 systems to Windows® XP. Overall, the project will require more than 70 TEKsystems Technical Professionals and will continue through the end of 2006.



**The Results:** TEKsystems' involvement in the client's nationwide upgrade project has allowed the client and IBM to focus on the additional elements of their outsourcing partnership. Both can rely on TEKsystems' consistent resource management across multiple locations and defined escalation process for problem resolution. In order to simplify matters for both parties, TEKsystems provides a dedicated account team and single point of contact. TEKsystems' unique business model is used in every office and ensures that each location's needs are addressed and delivered in the same manner.

**The Technology:** Microsoft® Windows® 2000, Microsoft® Windows® 98, Microsoft® Windows® 98