

2,100 system upgrades in eight days

Results at a Glance

Problem

Client needed significant laptop upgrades for all remote sales personnel without disrupting their productivity and without using on-site technicians

Solution

Migrated more than 2,100 end users to an updated Microsoft operating system and hardware platform

Completed the deployment in eight days while staff was away for a conference

Results

Improved IT efficiency with standardized image

Maximized user productivity with zero downtime for end users

Updated asset inventory for client

Client Profile

The client is a global pharmaceutical company with approximately 4,500 employees and revenues of over \$500 million annually. The sales force responsible for driving this half a billion in revenue is comprised of 2,100 remote employees, all who depend on the use of laptops to carry out their job functions.

Business Problem

Recognizing the benefits associated with standardizing the laptops to a single version of Microsoft Windows, the client decided to roll out a new image and hardware upgrades to its sales force.

Given the productivity losses associated with not having a laptop for any period of time, a roll-out solution had to be as rapid as possible. The remote nature of the staff would make on-site visits from a systems technician costly, difficult to manage and too time consuming.

The Technisource Solution

The client had an upcoming annual sales conference that did not require the use of laptops, which made it an ideal time to perform the upgrades. While the employees attended the conference, their laptops were shipped to the Technisource depot. Using an automated solution, Technisource upgraded the entire population in less than eight days.

The systems were received and logged. All the data and personal settings were captured. Then, each system was either replaced or reimaged. Once the data and settings were restored, the machines were returned to their end user.

Any retired system had its data eradicated and was then sold to a third-party computer liquidator. Technisource passed along profits from this sale to benefit the client, resulting in a greatly reduced project cost.

Additionally, the detailed asset tracking provided by Technisource resulted in a single inventory list of all assets involved in the migration. This provided the client an updated and accurate count of the laptops they owned and where they were deployed.

Value Delivered

As a result of this rapid deployment, the client achieved zero downtime for end users and improved IT efficiency due to a standardized image and an updated asset inventory. And while most service providers charge fees for disposal, Technisource shared the profits from the liquidation of the retired systems reducing the client's project costs by 10 percent.