



Health Insurance Provider: *Flexible Staffing and Streamlined Processes*

COMPANY OVERVIEW

Industry
Health Insurance

Employees
15,000+

Annual Revenue
More than \$10 Billion

Pomeroy Solutions

- IMAC
- Asset Disposal
- Break/Fix
- Staffing

Company Profile

The Client is a large health insurance provider supporting more than 4 million members. They are focused on improving people's health through community-based health care initiatives and consistently donate money ensure people have access to affordable healthcare. They have provided their region \$2 billion annually through procuring goods and services locally.

Business Situation

The Client has 3 large campuses in their region needing support. They follow a 3-year product refresh cycle and require a team of technicians at each site to manage the flow of deployments, de-installations and asset retirement. The Client's previous model was to pay a disposal vendor to remove old equipment but they had serious concerns with data security due to HIPPA regulations. The Client also needed a company to manage their printer and server break/fix services.

Solution

Pomeroy IT Solutions centralized and streamlined the Client's processes while utilizing a flexible staffing model for onsite services. The asset management of the Client's equipment includes PC imaging, tagging and bulk order staging performed at Pomeroy's ISO 9001:2000 certified distribution center in Hebron, Kentucky. We utilize our certified depot center to provide secure asset disposal and brokerage services, including providing Department of Defense (DOD) level drive wipe services and EPA-certified and documented disposal processes.

Pomeroy supplies the Client with a flexible staffing model for IMAC services which provides break/fix and project support. Our statewide network of parts stocking depots and teams of technicians available for dispatch provide hardware support for both printers and servers. The Client also takes advantage of Pomeroy's national footprint to provide project and support services to subsidiary offices around the country.

Customer Benefits

Pomeroy offers the Client low cost, quality assured imaging, tagging, and logistics through our central distribution center. The Client procures all of their desktop technology through Pomeroy to ensure streamlined, on time delivery of configured PCs.

With Pomeroy's EPA-certified disposal services, the Client is assured that their assets are being disposed of ethically and legally. For assets that still have some viability, Pomeroy offers the Client secure brokerage services for assets that still have some viability. The Client has earned thousands of dollars back by brokering their older assets versus paying a vendor to take equipment away.

Pomeroy's engagement managers are located at each major site and monitor resource levels and drive process improvement to ensure consistent service level for the entire company.

Contact Us for More Information