



## Large Financial Services Company: Comprehensive Deskside & Break/Fix Solutions

### COMPANY OVERVIEW

**Industry**  
Financial/Banking

**Employees**  
More than 10,500

**Assets**  
Over \$8 Billion

- Pomeroy Solutions**
- Deskside Support
  - Procurement & Logistics
  - Configuration & Imaging
  - Onsite Installation
  - Break/Fix Support

#### Company Profile

The Client, a large financial services company, offers individuals and businesses products and services including retirement solution, insurance, investment options, and banking. They are a leader in 401(k) plans with almost 20 million customers worldwide.

#### Business Situation

The Client wanted to focus all of their energy on what they knew best – the financial services industry. They wanted a partner who could better manage their Deskside support and break/fix strategy and who would meet their specifications and improve their customer experience while lowering costs.

#### Solution

Pomeroy IT Solutions identified all of the issues surrounding the delay in installing new equipment and the long turnaround time on repairing broken PCs. We developed a phased approach to the implementation of Deskside support services and began managing their printers and the installation of PCs, and began to supply the Client with break/fix support. Regular communications and monthly meetings allowed us to discuss issues and improvements in a variety of processes that we perform, and our solutions are flexible to adapt to the Client's changing needs.

#### Customer Benefits

The Client quickly realized the benefits and cost savings of having their end-users up and running faster. We set high expectations for the end-users and continually supported their needs.

Pomeroy improved the IMAC process for the Client from 3 weeks to 3 days and improved the break/fix repair from 1 week to 2 days. As a result, they were able to reduce the Deskside support budget by 20%. Pomeroy's certified technicians configured and imaged new equipment in our centralized distribution center for a "plug and play" system when items arrive at any of the Client's offices. These changes have improved the customer service experience through reduced downtime and faster repairs for computers and printers.

Because of our successful partnership with the Client, they have expanded our services to include server hardware, pickup and process end of life PCs and printers, remote site desktop and server support for over 300 remote locations, as well as installation and configuration of PDAs. In addition, Pomeroy has performed over 50 special projects from Novell to Microsoft migrations, nationwide PC and printer rollouts and server upgrades.

The client saw almost immediate business improvement and high levels of customer (end-user) satisfaction and lower overall cost of IT support services.

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