



Large Financial Services Company: *On-time and On-Budget Deployment*

COMPANY OVERVIEW

Industry
Financial/Banking

Employees
More than 10,000

Assets
Over \$8 Billion

Pomeroy Solutions

- Configuration & Imaging
- Deployment
- Web Tool Development

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 needed to refresh and install approximately 1,800 desktop PCs in more than 300 locations within a six-month timeframe. Because of the tight timeline, they sought out a partner who could meet tight service level agreements (SLAs) and be onsite at exact appointed times to get the site refresh completed.

Solution

Pomeroy IT Solutions worked with the Client's Project Management Office to develop a rollout strategy that would insure the equipment was properly imaged and deployed using Pomeroy staff and subcontractors to keep the cost down. Using our certified technicians, all hardware was deployed with the Client's exact specifications.

Pomeroy developed a web tool at the onset of the project to allow the Client to monitor all shipments and the installation schedule. The PMO team organized all the resources for each installation and built a communication plan to keep the project focused and moving forward. The rollout project was successfully completed in under the six-month schedule and on budget.

Customer Benefits

By using the web tool created by Pomeroy, the Client had access to all information on outstanding installations and saw much more coordination with the local installation teams when they received shipments. The web tool allowed them to view the installation and delivery schedules and escalate issues as necessary. Because of the improved communication, the rollout teams were able to complete the project on budget and under their scheduled timeline.

Because of our successful partnership with this company, they expanded our services to include server hardware, break/fix, pickup and process end of life PCs and printers, remote site desktop and server support for their 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.

Contact Us for More Information