Reshaping the enterprise for the future of work.

Are you ready?

POMEROY
infrastructure. optimized.
Why Pomeroy?

Pomeroy is a leading independent provider of comprehensive IT infrastructure services. Pomeroy responds to your business needs with the resources and expertise required to assess, design, build, manage and optimize an agile, flexible IT environment. Our proven processes deliver better business value and give your company the customized infrastructure that works for you.

we are 3,500 highly trained employees

serving clients in the US, Canada, Mexico, Latin America and Europe

▷ Pomeroy. Delivering value where quality and cost meet.
Deep industry knowledge, at your service.

IT is the new business enabler. Starting with end user needs in mind, flowing through the network and into the data center, Pomeroy helps to evolve your IT infrastructure to sustain your company’s technology investments and accelerate business value. Pomeroy delivers customized offerings based on our clients’ individual needs through three key offerings and twelve core practices:

End User Services
- End User Support
- OS Optimization
- CSI
- Mobility
- Managed Print

Network Services
- Monitoring and Management
- Enterprise Networking
- Unified Communications and Collaboration

Data Center Services
- Data Center Operations
- Managed Cloud
- Server and Storage Virtualization
End User Services

“We are very pleased with Pomeroy’s proactiveness in dealing with the issues and hurdles throughout the project. Their professionalism led to efficient device delivery and support, which ensured our end-users were completely satisfied.”

— Senior Director of IT, World's Largest Manufacturer of Home Appliances
Simplify Information Technology. Start with the end user.

Pomeroy understands that employees on the frontlines of your business must be able to perform their jobs day to day using any device, from any location. Pomeroy helps forward-looking companies, like yours, with groundbreaking technologies and innovative solutions—giving them a competitive edge through increased agility, lower overhead and continual service improvement.

Competitive Edge

Client: Global Pharmaceutical Manufacturer
28,000 North American Employees
10,000+ Mobile Devices
3,500 Locations

Low customer satisfaction, poor remote email and network access and inconsistencies in management and training were dragging down the service desk and sales team performance for a global pharmaceutical and manufacturing company.

Pomeroy provided solutions in three major ways:

- Streamlined leadership through a single Pomeroy team that eliminated communication and management issues
- Re-engineered and integrated a service desk with a renewed commitment to end users
- Led management and staff training at all levels

Value

Service desk & infrastructure improvements over five years led the company to:

- 30% reduction in hardware and software support costs
- 50% reduction in device activation costs
- 27% improvement in customer satisfaction
Network Services

“The only time we ever talk about network and telephone systems is when there’s a problem, meaning we’re effectively out of business. Thanks to Pomeroy, we, and our clients, no longer have to talk about that. Pomeroy took on our tough problem areas and made them go away.”

— Senior IT Director, One of the Nation’s Largest Investment Advisory Firms
Is your network ready for tomorrow?

Your information systems are at the heart of your business’ daily operation. Is your network scalable and agile enough to move at the speed of change? Our flexible, proactive network services can help you meet the demand of 24/7 access, to anything, from anywhere, on any device. Align your IT and business strategies to withstand the new paradigm of change and welcome new possibilities for company performance.

Agility and Performance

Client: National Home Improvement Retailer
53,000 Employees
40,000 Mobile Devices
1,720 Locations

A large national retailer tasked Pomeroy with a major infrastructure upgrade with very specific and technically complex configurations to make stores mobile-friendly and upgrade serial number management, on a short timeline.

Pomeroy delivered on all fronts:
- Designed and managed the procurement and staging of a scalable, repeatable process
- Supported the infrastructure upgrade for a 600% increase in personnel
- Deployed a highly effective system for inbound and outbound logistics, returns and quality assurance

In 18 short weeks, Pomeroy successfully completed the retail infrastructure rollout comprised of:
- over 195,000 parts shipped
- to 1,720 locations on time
- 99.7% preserved quality of service rating
Data Center Services

“We really appreciate the great work the Pomeroy’s Data Center Service team has accomplished in supporting our four data centers in the past year. They have never missed an SLA and have met all of our expectations on project work. We are very happy with this relationship, the operations team, and our Program Manager.”

— VP of IT, Global Energy and Communications Firm
Reap the benefits of the cloud and set new standards in the data center.

As business dependency on IT grows, organizations like yours need to ensure you have the flexibility to meet ever-changing demands. Pomeroy will work with you to assess, deploy and manage the best options for innovation and transformation in the data center—leveraging the best of cloud and conventional data center services—allowing you to become more agile and responsive to the marketplace.

Pomeroy solutions led to:

- Consolidated and integrated servers, storage platforms and monitoring tools to two data centers
- Enabled data center failover and replication of storage systems and enterprise applications, improving system preparedness for disaster
- Eliminated unnecessary operating costs: $1.2M in eliminated expenses over three years
- Reduced server deployment time from 20 days to 2 days through platform virtualization

Innovate and Transform

Client: Largest public sector transportation authority in the U.S.
8,000 employees

Challenge: The nation’s largest public transportation authority had outgrown their data center infrastructure. Furthermore, recent events exposed several major issues related to lack of integration, business continuity and disaster recovery.

Solution: Pomeroy optimized the multiple data centers:
- Eliminated unnecessary operating costs
- Enabled data center failover and replication of storage systems and enterprise applications, improving system preparedness for disaster
- Increased server deployment speed from 20 days to 2 days through platform virtualization

Value

$1.2M in eliminated expenses over three years

Reduce server deployment time from 20 days to 2 days through platform virtualization
Pomeroy is pleased to be positioned as a Challenger in Gartner’s Magic Quadrant for End-User Outsourcing, North America.*

The Magic Quadrant report evaluates IT service providers across two planes: completeness of vision and ability to execute. Gartner verifies a provider’s ability to deliver EUO services based on direct feedback from extensive interviews with clients and other provided references. Gartner verifies a service provider’s vision regarding EUO services based on the provider’s presentation, as well as direct feedback from extensive interviews with the provider’s clients.

*Source: Gartner
Magic Quadrant for End-User Outsourcing Services, North America, 26 August 2014, Research Note G00261622
David Edward Ackerman, William Maurer, Bryan Britz

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Are you ready to find out what an optimized infrastructure could mean to your business?

Contact us today.

800-846-8727
pomeroy.com
Reshaping the enterprise for the future of work. Are you ready?