

# Diversified Financial Services Company



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## Challenge

The Home Mortgage division of a diversified financial services company with more than 150,000 employees was growing so rapidly that its IT department found it difficult to keep pace with support demands for their employees' laptops. Particularly challenging from a logistics perspective was the imaging (loading the laptop with the company's current corporate software image) and deployment of new laptops, along with the repair and servicing of laptops used by existing employees.

Since the workload for all of these activities was somewhat unpredictable, yet very time sensitive, it was very difficult to staff in-house. In addition, a stated goal for this company is to be one of the most desirable organizations to work for in America, and as a result employee relations and services is a top priority. Recognizing that for the majority of their new and existing workforce, a fully functional laptop is a critical tool for employee productivity and job satisfaction — the company sought outside assistance to ensure they could fulfill this need.

## Our Solution

Realizing that our customer needed a technology support services company that could both service their current requirements and handle their growing demands, DecisionOne proposed and implemented a solution with its ISO certified logistics and repair facility at its core. At the start of the project, the customer consigned 8,000 laptops to DecisionOne. Upon receipt, DecisionOne technologists provide imaging and configuration support for each laptop, then make them available for advance exchange support to the customer's employees nationwide. DecisionOne houses the units in its hub-based Grove City, Ohio logistics facility, ready for shipment directly to the employee, should there be a need for a new laptop. Upon receiving the new laptop, the employee places the non-working unit into the same box, attaching the pre-prepared label and ships it back to DecisionOne. Proving its mettle with this advanced exchange program, DecisionOne was subsequently engaged to upgrade approximately 4000 laptops in inventory from Windows95 to WindowsXP as part of a technology refresh program. In just two years, the number of users supported through the advance exchange and refresh programs has grown to 13,000. The customer is projecting they will need to add 1,000 laptops this year to meet the demand for new hires — all of which DecisionOne will support.

## Results

Utilizing DecisionOne's Logistics Services, our customer is able to maximize their return through this unique equipment redeployment program to achieve the following:

- Support of more than 13,000 laptop users for next business day replacement.
- Depot repair, imaging, and configuration of the returned, defective laptops to maintain inventory replenishment
- Ability to scale IT service support without issue, while growing headcount nearly 100%
- Real time customer visibility and monitoring through web interface to product inventory, shipping, and receiving transactions.
- The company's IT organization can focus on its core competency —the growth of the company's profitable revenues

“When we sought outsourced technology support, we were looking for a partner that could offer the workload flexibility and scalability that we could not sustain in-house. DecisionOne's ISO certified logistics and repair facilities offered the secured inventory management, real-time performance reporting, and single point of contact we needed.”

— Financial Services Customer

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.