Client

A large computer vendor and their customer, a British multinational facilities management and construction services company, required Microteam's service offering to help them with their Windows 7 Hardware refresh.

Challenges

The end customer was looking for Windows 7 migration support for their 9,000 systems and associated hardware at over 1200 sites across the UK as part of a Windows 7 transformation project. The customer had already started the migration project but was failing to make progress and timelines were slipping.

With limitations on how many machines could be built at one time, which was the main cause of the slip in timelines. With internal resources already stretched, their aim of refurbing the 3000 units to cascade back into the estate on top of the rollout was too much of a task to be managed internally.

They also had a requirement for us to help manage the end-of-lease scheduling and the IMAC side of their business.

Solution

We facilitated a build centre which was remotely connected to the customers Data centre, which was capable of building the required amount of assets to move the project forward. This enabled the project to get back on track and even move ahead of schedule.

We also managed the return logistics of the retired equipment. This enabled us to sort and process what was to be refurbished and re-used within the IT estate, and which should be disposed of and recycled through the vendors WEEE partner at our Midlands facility.

Microteam Delivered

- New Laptop/Desktop hardware x 6,000.
- Existing Hardware Refurbishment & cascaded back into the company x 3,000.
- Remote build and deployment of 403 Branch servers.
- Removal, Asset Recycling/resale and disposal of 6,000 systems and 403 servers.
- Pre-built hardware with customer application and user profiling at our Staging area.
- Onsite at desk deployment.
- BAU/IMAC Services 2,500 incidents per year (average) - New users, leavers, site moves and closures supporting the management of the whole estate.
- End of lease management service 9,000 units over 3 years - a service that would provide a single, outsourced point of contact to manage the entire end of lease process: from contacting the user; to collecting end of lease systems and then deploying new client technologies. They also wanted legacy devices returned to the lease company without the need for lease extensions.