

Case Study: APPLIANCE CARE

WHO

- One of UK's leading specialist warranty providers for domestic products
- 1000 users, 2600 assets

CHALLENGE

- Dated office buildings were not attracting new staff or inspiring existing personnel
- Workplace transformation was therefore proposed
- New cutting-edge technology would be at the heart of it
- High profile internal project
- IT team did not have the internal resource to deliver the roll out independently

SOLUTION

- Conducted evaluation process for different end-user compute options, prioritising functionality and features
- Case made for thin clients and Dell selected as preferred option
- Worked closely with vendor on rollout schedule for strict 6-week turnaround

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SOLUTION (cont.)

- Orchestrated 8 - 9 different partners to help bring the solution together
- Orchestrated installation from stock holding due to space challenges, to pre-staging of equipment and disposal
- Roll out across 4x sites, in multiple stages
- Weekly delivery of equipment for weekend installation

BENEFITS

- Delivered to deadline despite the logistical challenges surrounding roll out
- Achieved commercial best value thanks to cost savings made due to adaptable approach
- Flexible project management to see deadlines met and problems solved
- Ensured involvement of internal resource at every stage
- Orchestration caused minimal impact to customers business
- Complemented in-house resources

WHY SERVIUM?

- Servium's history of success throughout longstanding customer relationship
- Quick to make many relevant recommendations
- Innovative delivery of project, especially in logistics



Workspace

