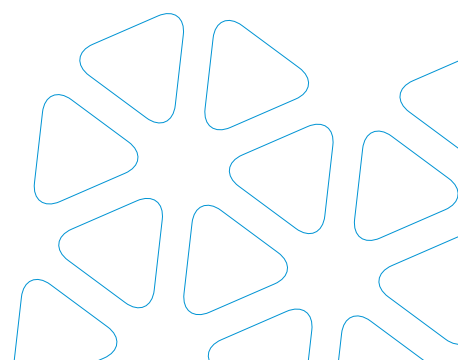


# On The Road

A STORY OF OWNING CHANGE



## Powering tech for a growing mobile workforce

Our client is a global leader in water, hygiene and energy technologies and services. With more than 45,000 employees, they ensure a safe, clean and efficient work environment for a global clientele. With an increasingly mobile workforce demanding greater technology support, they sought new ways to keep its business—and its employees—moving.

### THE PROPOSITION:

#### Tech support, to go

Our client has an extensive mobile workforce of men and women who visit hospitals, kitchens, hotels, conventions centers—all to deliver solutions to support a cleaner, safer and healthier world. Innovative portable technologies like touchscreen pads and mobile printers have digitally connected their team members and allowed them to drive their business activities and better serve their partners and customers.

But having a highly mobile workforce made it increasingly difficult to support upgrades, updates, deployments and overall maintenance with an ever-expanding array of devices in the field. To ensure their mobile teams have on-demand access to their applications and services, our client knew they needed to adjust their technology support structure to keep pace with their on-the-go team.

### OUR PROPOSAL:

#### Keeping things moving

Together with our client, **TEKsystems Global Services** developed a “same-day advanced replacement” support system to provide employees in the field with next-day device replacement, as well as a quick and easy method for returning faulty devices. We also added new on-site, vendor-certified

support to shorten the time it takes to fix broken hardware—standing up a separate support arm solely dedicated to servicing iPads, iPhones and mobile printers. Consistent access and a significantly faster and more convenient solution.

And to help company employees get the most out of their devices, we initiated technology training and education sessions. Self-service and continuous learning to empower their workforce and improve adoption and usability.



**POWERFUL PARTNERSHIP:****Riding shotgun**

Having worked side by side with our client for 15 years, we know their business inside and out. Already embedded at their research and development headquarters, we were perfectly positioned to assume responsibility for their

hardware depot—the main hub for mobile technology replacement and repair. We were eager to provide our client's employees with better service, allowing them to focus on what matters: providing superior in-field service to their clients.

## Real-World Results

With a new mobile and IT **support infrastructure** in place, our client has gained over 670 hours of added productivity every month, translating to more than \$20,000 per month. Turnaround times for repairs/replacements were reduced from three days to just one—a 66% decrease—and we cut two days off the time it takes to deploy new equipment for recently hired employees, from five to three. These improvements now ensure that all new hires have the equipment they need to do their job on day one.

In three short years, our client has seen a 21% increase in the users and machines supported, which now total 24,000 and 27,000, respectively, placing even greater importance on fast, efficient tech support. As a result, we're working to expand our partnership into desktop services, including the addition of walk-up repair centers to assist customers with immediate education and support for their devices.

When you have a true partner, you don't have to wait for a problem to find a better solution.

# \$20K+

gained in added  
productivity per month

# 66%

improvement in ticket  
resolution time

# 40%

faster deployment  
of equipment to  
new employees

### About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

Experience the power of real partnership. [TEKsystems.com](https://www.teksystems.com)