

## INTEGRON SIGNED SEALED AND DELIVERED



*While they are a premier network and communications company they realize they can't do it alone.*

*The overall success of these programs need a company that innovates in technical logistics to see their IT initiatives through the full product life cycle.*

### CASE STUDY

#### THE ENVIRONMENT

A major networking and communications company had over 5600 technicians in the field installing and servicing their equipment. Each technician carried a wireless-enabled laptop computer for e-mail, standard office applications, technical documentation, and dispatch/work-order functions. When the time came to replace the equipment they knew from their previous experience that equipment deployment was a complex endeavor, and they needed help with the overwhelming logistics issues.

#### THE SOLUTION

Integron worked with the customer to update and validate lists of users and equipment. This information was entered into our proprietary asset management system and was used as a reference point for determining the priority of deployment.

Integron procured the new equipment, standardized the equipment and software configuration, and helped to determine the priority and scheduling of upgrade deployments.

At Integron, standardization does not infer a lack of individualism. At the time of deployment, each machine was customized to the end user. Machine name, local accounts, regionalized settings, proprietary and third party software; all were customized to the end user and the machine was added to the appropriate domain. Wireless provisioning was accomplished pre shipment to ensure productivity upon receipt.

Integron set up an overnight exchange program for replacing failed equipment displacing the patchwork of hot spares distributed throughout the country. The result was a smaller spares population, greater control of inventory, centralized management of equipment configuration, wireless activation / deactivation and increased satisfaction among end-users.

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### *The result?*

*"Integron gives me more for less than any of our technology partners – even IBM."*

When the decision was made to use a RIM BlackBerry device to perform dispatch and work-order functions, Integron was called in during the contract negotiations. Integron assisted our customer with testing and troubleshooting application and network issues throughout the pilot phase, working with the OEM, carriers, and our customer's IT staff. Again, the deployment was scheduled, the devices were customized to each end user and the units arrived on schedule and ready for use.

The latest equipment refresh program saw a replacement of the Blackberry with a Palm Treo device. Utilizing a multi-carrier strategy for this current generation business tool, our customer needed assistance in managing all aspects of the wireless dynamic. Integron worked closely with our customers IT staff, bringing consultative value and quality control to both Sprint and Cingular in the course of the project.

The intent of these deployments was to replace existing equipment with new technology. Integron provided packaging, instructions and completed waybills for returning that equipment to our facility. We monitored the return of equipment by individual, and notified our customer of delinquent returns so that additional assistance could be given to transition those users to the new equipment. We were able to minimize the outlay of cash at end of lease by measuring quality, quantity and serial numbers for returned equipment sent to the lessor.

### **THE BENEFIT**

We have helped this customer deliver several generations of business tools. Integron continues to innovate and our tenured relationship is evidence of the value this company has come to expect.

*Integron's technical know-how and high tech infrastructure supports complex product life cycle projects. Either way, you gain control you never had before. Let us show you how it can be done. Call 877-426-6660 or email [info@integron.com](mailto:info@integron.com) today.*



GENUINE ASSET MANAGEMENT.

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