



An HCL Technologies Company

Global Hardware Refresh of over 5,500 Legacy Domestic and International Assets Completed Ahead of Schedule

Our goal was to have as a minimum >90% deployed by December 31st but C3i Solutions refreshed all of our available devices before the New Year.

-Director, Information Technology IT Site Services

The Challenge:

Due to multiple mergers and acquisitions our client, a top 10 Pharma company, was left with a variety of hardware platforms, expired software licenses, internal end user dissatisfaction and multiple base images that were too diverse to work together efficiently. The client engaged C3i Solutions to refresh over 5,500 previously deployed hardware platforms in more than 30 domestic and international locations.

The Solution:

C3i Solutions quickly pulled together a global team of over 100 IT specialists to meet the completion deployment goal of 3 months. The refresh of legacy hardware was accomplished via the following scenarios:

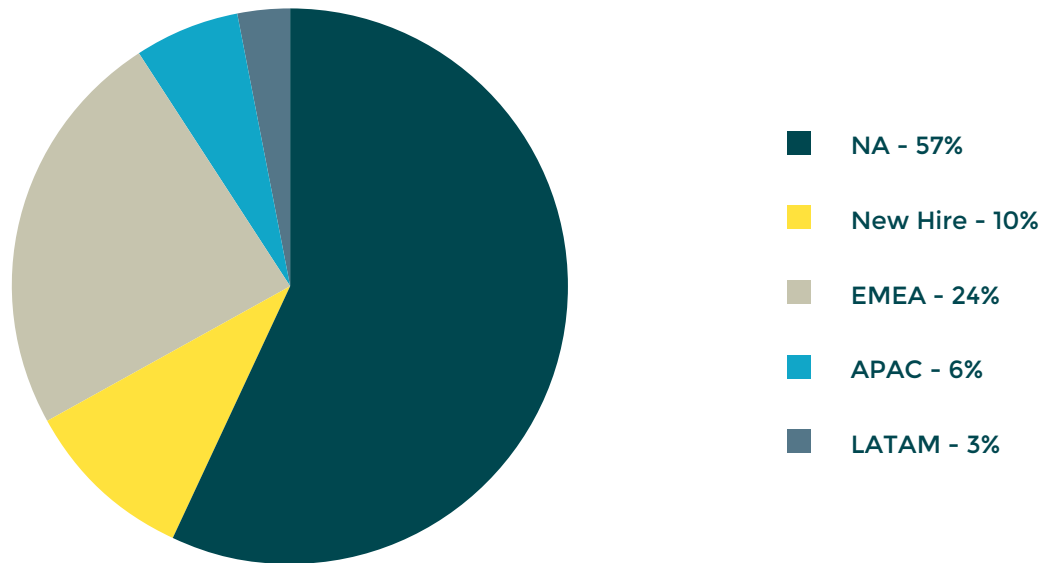
North American remote sales was deployed via the Ship in / Ship out (SISO) method which required the legacy users to ship their assigned hardware to a centralized build location such as the C3i Solutions depot or a client facility, depending on the sales representatives location. The balance of North American legacy users were supported by a C3i Solutions team on location to perform legacy hardware refresh. Team members were reallocated to different client specific sites when situations such as governmental inspections were undertaken to ensure continuity of deployment strategies were in alignment with client expectations and needs.

Users in EMEA, LatAM and the APAC regions were supported via C3i Solutions teams traveling to the client identified locations, performing the hardware refresh on-site.





Global Refresh by Region



The Results:

C3i Solutions overcame the challenges of seasonal vacations, governmental inspections, accelerated specialized training specific to client sites and software updates to deliver the refresh on schedule. Despite the project beginning in August - vacation season in EMEA and LatAM, with on-going governmental inspections at multiple facilities, specialized training requirements and mandatory software updates the team was able to accomplish the refresh on an accelerated schedule.



C3i Solutions, an HCL Technologies company, is a multi- channel customer engagement services provider, specializing in global, high-touch consumer, patient and end user engagement. www.c3isolutions.com