Introduction
The client, a government-run military veteran benefit system, was using outdated desktop computers that were draining resources and hindering productivity. The client needed to deploy more than 1,100 new PCs at 22 of its hospital and clinical facilities throughout the United States.

The Challenge
The client wanted to replace their outdated computers and monitors immediately, but with little or no interruption to users. They also wanted to use a single vendor for the entire project even though their offices were spread out across the U.S. Because of the DISYS scalable model, DISYS was able to recruit the best technicians from across the country, including hard-to-fill remote locations like Iowa and Nebraska.

Additionally, the client had a very complex and involved process for ramping-up technicians. This process included fingerprinting, several rounds of federal paperwork, certifications, NACI security clearances, and client training. Despite these obstacles, DISYS was able to on-board these technicians quickly and efficiently.

The DISYS Team
DISYS’ Infrastructure Support Services (ISS) Practice stepped in to ensure the client was covered from beginning to end. DISYS technicians were spread throughout the U.S. with heavy concentrations in the mid- and southwest. DISYS’ partner shipped the system units and corresponding hardware to various staging areas across the country. DISYS team leads planned and managed day-to-day activities to ensure the successful delivery and installation of PCs and removal of old equipment from each location.

Writing the Scripts
DISYS was involved with the project from the very beginning by participating in the client’s pilot deployment. Though the client had already come up with the basic requirements for the project, they wanted feedback from the field to ensure the project ran smoothly. Because of DISYS’ vast industry experience, the client asked DISYS technicians to help write the deployment scripts. The client adapted DISYS’ script, which ended up being used throughout the deployment.

Deployment of New PCs
The PCs arrived at the various staging areas, and DISYS technicians unpacked the boxes and performed rigorous inventory counts to ensure that all pieces of the computer arrived. Computers, including the system units, monitors, and keyboards, were assembled, grouped, and staged for deployment. Technicians, in teams of one to five people, loaded the computers and drove them, sometimes over 200 miles, to the client’s facilities. Once there, the technicians set up each new computer, making
About DISYS

DISYS is an IT consulting and business solutions company with core services in IT Staffing and Consulting, Finance and Professional Services, ERP Services, and Infrastructure Support Services. Our vision is to be a global business partner, delivering the highest quality and most consistent services at the best value to clients worldwide.

Incorporated in 1994 as a certified Minority Business Enterprise, DISYS has posted an eight-year average of 50% growth per year and currently ranks as the seventh-fastest growing company in the staffing industry. DISYS is headquartered in McLean, Virginia, with offices and delivery locations worldwide in North and South America, Europe, and the Asia Pacific region.

Our Offerings

DISYS provides end-to-end, project-based, vendor-independent Infrastructure Support Services in the areas of Networking and Telecommunications, Security, Data Center and Storage Solutions, and End-User Computing. DISYS supports global enterprises, government agencies, and organizations of any size in managing and operating their IT systems and services to optimize efficiency, security, and economy.

DISYS’ comprehensive, solutions-based, Infrastructure Support Services include:

- Data Center Services
- Database Services
- Messaging Services
- Networking & Telecommunication Services
- Security Services
- Storage Services
- End User Computing (EUC) Services
- Consulting Services

Unexpected Problems

The PCs arrived to DISYS preloaded with the Windows® 7 operating system. Unfortunately, Windows® 7 was not compatible with the client’s proprietary software and printer drivers. Consequently, all new PCs needed to be imaged with the compatible Windows® XP operating system. Imaging 1,100 computers with XP rather than 7 took approximately five times as long to complete. However, DISYS’ driven lead technicians quickly and efficiently reorganized the teams’ work priorities, and through strategic multi-tasking, they imaged all computers with absolutely no delays in the deployments.

Setting Up For Removal

After the computers were set up, DISYS technicians removed the old computers and staged them to be inventoried. They pulled the hard drives out of every computer, labeled them, and set them aside to be destroyed. Lastly, they disassembled all monitors and grouped them for quick disposal.

Results

The client was extremely happy with the level of professionalism the DISYS technicians demonstrated. Even when unexpected complications developed, DISYS rose to the challenge and solved the problems before the client even knew about them. In fact, according to the client’s Program Managers, this project was the smoothest deployment they have ever had. Furthermore, DISYS’ impeccable attention to detail relieved significant stress on the client’s IT personnel. DISYS addressed potential problems on the front end, making sure that employees could use applications, access email, and print before moving on to the next computer set-up. This meant little or no disruption to employees’ productivity and fewer calls and headaches for IT personnel.