

IT INFRASTRUCTURE SERVICES

- End-user hardware and software support
- Technical staffing
- Mobile platform migration
- Telecom expense optimization assessment
- Windows OS migration

Results

- Successfully transitioned from a BES environment to a Google-compatible environment, and 1,000 BlackBerry end-users to Android and iOS devices in only six weeks
- Identified nearly \$495,000 in annual savings through a telecom expense optimization assessment
- Removed the complexity and internal resource burden of an end-to end mobile transition, and for the review and execution of hundreds of renegotiated telecom carrier contracts

Client Profile

This Fortune 150 company is the world's leading manufacturer and marketer of home appliances, with annual sales of approximately \$18 billion, 68,000 employees, and 65 manufacturing and technology research centers around the world. Its products represent some of the best known and globally-recognized consumer and commercial brand names in its industry.

The manufacturer recently revamped its global approach to end-user computing support, seeking a standardized and regionally-managed approach to support its 27,000 end-users. The company approached Pomeroy to compete for its North American end-user computing support business, subsequently awarding it both transition management and ongoing end-user support.

The Challenge

The client had serious concerns about the long-term viability of the BlackBerry platform, upon which it tethered 1,000 corporate-owned devices. With many of its managers frequent travelers and remote workers, the company viewed the situation a significant business risk.

In addition, the client decided to transition to Google Apps for Business, which would result in compatibility issues with the BlackBerry platform. The issue became *how—and how quickly*—the company could switch from its BES environment to a more flexible Google environment that supports both Android and iOS devices.

Leadership initiated a mobile migration and transition of all devices—for completion within just six weeks. And, with telecom expenses representing a significant piece of the IT budget, cost reductions were also expected, but this would require minimizing carrier switching costs, avoiding early termination fees, and improving telecom expense management.

The client selected Pomeroy for the migration based upon its successful management of the North American transition, and broad experience with complex mobile technology deployments.

The Solution

Pomeroy presented three service level approaches, and the client selected the alternative that would alleviate the significant burden that would be placed upon its limited internal resources. The client acknowledged that the complexity of managing hundreds of multiple telecom carrier contracts, and device procurement and delivery were not its core competencies. Consequently, Pomeroy would lead project management, coordinate an end to end transition, and ensure end-user satisfaction.

- Centralize and coordinate migration project management and manage the platform and device transition—procurement through multiple carriers, configuration, encryption, testing, kitting, migration pilot, logistics, end-user delivery and activation
- Launch a mobile help desk to field end-user calls, set up and activate devices, and troubleshoot issues
- Establish end-user walk-up “Optimization Centers” at high density worksites to provide personalized, ‘white glove’ service—device activation, feature orientation and tech support
- Facilitate deactivation, secure wipe, return and disposal of old devices
- Conduct a telecom expense optimization assessment to evaluate mobile calling plan requirements, and identify significant telecom cost reduction opportunities

The Results

- Transitioned from a BES platform to a Google-compatible environment, successfully migrating 1,000 BlackBerry end-users to Android and iOS devices in only six weeks
- Identified nearly \$495,000 in annual savings through a telecom expense optimization assessment covering 2,500 mobile devices
- Removed the complexity and internal resource burden of an end-to end mobile transition, and for the review and execution of hundreds of renegotiated telecom carrier contracts

The Value

Challenging SLAs and tight deadlines required Pomeroy to respond with exceptional flexibility and scalability.

IT leadership and end users expressed satisfaction with the results and service quality, leading the senior IT director to remark, *“We are very pleased with Pomeroy’s proactiveness in dealing with the issues and hurdles throughout the project. Their professionalism led to efficient device delivery and support, which ensured our end-users were completely satisfied.”*