

ABOUT EMTEC[®]

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

INFRASTRUCTURE SERVICES

Emtec delivers comprehensive lifecycle Infrastructure Services – from requirements analysis, selection, planning, design, procurement and deployment, and technical support, to ongoing service management and outsourced managed services. From the desktop to the data center, our services include not only the procurement of hardware, but providing you with the tools and ability to efficiently provide support, security and effective use of internet computing assets.

- ITSM
- Data Center
- Business Application Infrastructure
- End User Computing
- Platforms

FIRM PROFILE

This International retailer is more than 100 years old and has nearly 5,000 employees and stores throughout the U.S. and in major cities all over the world. But in 1990, the company had yet to integrate technology into the organization to any great degree.

THE BUSINESS CHALLENGE

It may have started through a bit of serendipity, but Emtec has sustained a 25-year business relationship with a large international retail company through a combination of consistency, dependability and old fashioned customer service.

Before calling on Emtec, the client did not use PCs in any of their stores. After making a routine phone call to the company's director of IT operations, they said that they weren't ready to do anything. Six months later Emtec received the call that they were ready to start doing some business.

It was, as the saying goes, the beginning of a beautiful relationship. Emtec sold the first PCs ever into the company and has steadily grown our relationship since. In fact, every desktop, laptop, point-of-sale server and peripheral used in the company's domestic operations was sold by Emtec.

Any PC seen in any of their stores came from Emtec. Additionally, the project team conducted all system deployments and storage – domestically, internationally and for their corporate offices. Emtec also provided most of their IT services. From program management to break/fix support of all their PCs – Emtec offered an on-site presence.

APPROACH & METHODOLOGY

Emtec serviced all equipment, provides on-site support and administers a technology refresh program in which one-third of the client's technology is replaced annually, ensuring that no equipment is more than three years old.

To ensure the least amount of intrusion, Emtec implemented the tech refresh at off-peak times of the year. Additionally, Emtec delivered equipment that had already been imaged and configured for the user. They simply needed swap the old with the new, and log in to use all of the packaged software and not miss a beat. All software, archives & data are kept on the network drive so there is never any loss of data.

It's an aggressive project when you consider they upgrade 1,000 systems or more a year. That's everything from printers, monitors to PCs – you name it.

To ensure consistency in the refresh program, Emtec was given complete control of the creation and management of the client's system images, which included the operating system and running programs. The client was so pleased with Emtec's management of this aspect of their operations that they asked Emtec to create a "store in a box," which included configuring, testing and labeling all the technology required for a new retail outlet.

It was essentially a cookie-cutter approach to opening a new store. Before, they used someone else who configured everything on site and the lag time was up to two weeks to get a store set up. Now it can be done in just one and a half days.

“Even though this is a longstanding account, we don't take anything for granted. We treat every project as if it were the first deal and the last deal we're ever going to get.”

THE SOLUTION

Under the service contract, Emtec provided desktop support, break/fix services and new equipment for all of the company's domestic and international retail outlets. To service international locations, Emtec developed a service network of vendor partners who have been pre-qualified by IBM or the HP Service Provider Network. Emtec also developed similar networks with vendors in Vietnam and Austria to accommodate the client's planned expansion.

For the client's corporate headquarters and service centers in the New York City metro area, Emtec's services focused primarily on desktop support. However, the client didn't hesitate to call on Emtec for more complex projects, including server clustering and SAN implementations. In addition, the company also contracted Emtec to rebuild its entire Apple infrastructure, which supports more than 100 Mac users in the retailer's marketing and graphic arts departments.

In a global organization that is increasingly reliant upon technology, keeping track of all IT assets can be a major challenge. For security and budgetary reasons, the company must know where their computers are, how long they've been in service and who's using them. Emtec provided the retailer with IT asset tracking to ensure accountability.

Approximately 10,000 assets were being tracked. Assets include monitors, scanners, printers, desktops and laptops. Everything was tagged with a unique, traceable, license plate. Emtec used an online system to track items and create reports. As equipment is retired, it is pulled out of the system and the tagging information for the new equipment goes in. Their entire desktop infrastructure is documented and updated in real time.

RESULTS

One reason Emtec has been able to maintain and grow this relationship is by focusing on an important fundamental that is often overlooked in the modern survivalist environment — trust. A measure of the level of trust Emtec has earned over the years is that the retailer relies heavily on Emtec to make knowledgeable recommendations of proven solutions offered at an honest price.

They expected a high level of customer service- and why shouldn't they? It is a relationship based on complete trust and true partnership. We are there to ensure they don't have to spend time focusing on their IT infrastructure. They can focus on what is truly important- their business.