



# IT Asset Lifecycle

End user IT support and asset management

## The Client

The client is a US west coast Top known bank with 370+ branch locations, 7 Administration Offices and 2 Data Centers throughout the USA.

## The Challenges

In recession bank were looking for a strategic partner who could help them in:

- Quick ramp up and ramp down of bank branches in recession and post recession, respectively
- Quick support in IT asset supply, IMAC activity and end user IT services
- Dynamic program management for Logistics, Deployment, Desk-side Support, Asset Recovery.
- Meeting aggressive timelines across the state with robust project planning and people planning
- Custom software development and support for managing IT inventory

## Key Highlights

- Ramp-up and ramp down in a record time
- Implemented Asset Tracking system specific to client business needs
- Deployment of highly experienced project management team, resulted into cost saving
- End to end IT asset lifecycle services
- One stop-shop for all IT support – Applications to IT Infrastructure support

## The Solution

Allied Digital End User IT support and IT Asset Lifecycle subject matter experts, engaged with the bank business unit head, branch head and IT division to understand client business forecast and design solution based on the business roadmap. We crafted a detailed project plan specific to each branch location, territory and IT asset. Based on the plan, our team deployed resources across the states to help branch ramp up and ramp down activity based on the business need.

Allied Digital provided end to end 'End user IT support' and 'IT asset lifecycle support' including supply, implementation, IMAC and maintenance of hardware, servers, network and software. Our services include:

- To meet aggressive timelines, we prepared a robust and meticulous project plan to set up branch rollout within record time.
- Asset Tracking system implementation: Implemented custom-built web-based asset tracking system that enables our engineers to go on-site, perform a detailed site survey, and capture HW and SW information on this database, reviewable by client's IT management for planning upgrades. Also managing procurement process (through our e-procurement tool AccessPointe).

- Test, configure, imaging and asset tags ships and deploy/install their Pcs, and manages the removal of their old assets.

■ Description of services performed:

- PC Lifecycle Services
- Custom Asset Management Database Design, Implementation & On-Going Support (Automated asset discovery)
- Installs, Adds, Moves and Changes (IMAC) nationwide and Change Management
- Data Center Server/ Network & Cabling Administration and Helpdesk Services
- Managed Services (Antivirus ,Mail Messaging and Database)
- Network and Server, Storage and Backup management
- Technical Hardware and Software Support & Provisioning
- Vendor Management Process

## The Benefits

- Branch ramp-up and ramp-down completed in record time
- Aggressive project plan resulted in huge Cost saving
- One stop shop for all IT Support
- Adaptive program governance

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