



SUCCESS STORY:

Large Financial Services Institution

Managing IT Assets in the Face of Explosive Growth

The Client

A leading U.S. financial services company offering a full complement of services, including retail banking and financial services, home loans, commercial banking, and credit card services, was focused on aggressive expansion. With over 25,000 employees and over 2,000 branch locations, the bank was steadily adding more than 100 new branches a year.

The Challenge

The bank was struggling with an excess pool of IT assets at vendor, carrier, and bank branch locations. This situation resulted from an inadequate life cycle management process, competitive acquisitions that led to excess field inventory, and long manufacturing lead times that forced the bank to buy and store adequate inventory to support its explosive growth. The challenge was compounded when the bank's freight carrier simultaneously released thousands of assets it was holding at its hubs to CompuCom. During the same timeframe, numerous bank branches released a significant volume of broken and de-installed equipment to us for refurbishment, redeployment, or final disposition. A deluge of the bank's IT assets—some never used, some needing repairs, and others needing lease return, resale, or disposal—urgently required centralized tracking and processing, particularly since the bank was paying monthly support fees and had an obligation to ensure financial data security. A solution needed to be found—and fast.

Measurable Results

Within the first year of our collaboration, CompuCom helped this banking client:

- *Retrieve and process more than 172,000 widely dispersed assets, while maintaining data security and integrity*
- *Reduce manufacturers' fees for out-of-service assets by \$6 million*
- *Identify and process more than 10,000 assets for lease return*
- *Automate asset management processes*
- *Take out additional costs with a program for asset resale and disposal services*



Managing IT Assets in the Face of Explosive Growth

The Solution

CompuCom worked with the financial institution's IT asset management specialist to help the bank regain control of its asset management function. We provided best practices for asset retrieval and processing and minimized lease return penalties and fees. We also assisted with administrative and logistics support, a customized inventory tracking tool, a program designed to maximize ROI on assets destined for resale, strict service level agreements for rapid asset processing and reporting, and custom packaging for safe transport of assets destined for redeployment.

The Results

CompuCom's ISO 9001-certified service centers used our best practices-based methodology to retrieve, refurbish, redeploy, and provide final disposition services for the financial institution's IT assets, achieving results that included:

- Retrieval and processing of a total of more than 172,000 assets residing at multiple locations, without compromising data security and integrity
- Reducing manufacturers' fees for leases and support of assets no longer in service by \$6 million
- Identifying and processing more than 10,000 assets for lease return
- Transforming its crisis into a steady-state environment with automated asset management processes
- Implementing a program for resale and disposal services, recovering still more costs for the client

"CompuCom's tool scanned assets during the receiving process and immediately identified lease assets, enabling us to return them at the appropriate time and eliminating substantial penalties. This is just one of many ways we dramatically reduced costs for the bank."

David P. Smith

Vice President, Technical Services
CompuCom Systems, Inc.

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