

## Financial Services Leader Partners with CompuCom for Flexible IT Services and Mobile Device Support

This U.S.-based multinational financial services corporation is one of the largest mutual fund and financial services groups in the world. It manages a large family of mutual funds, provides fund distribution and investment advice services, as well as offers discount brokerage services, retirement services, wealth management, securities execution and clearance, life insurance, and a number of other services. Focused on serving a diverse set of customers, the group helps 23 million people invest their life savings, 20,000 businesses manage employee benefit programs and provides 10,000 advisors and brokers with technology solutions to invest their clients' money. Privately held for nearly 70 years, the financial group employs 45,000 associates.

### Challenge

The financial services corporation did not have sufficient coverage or in-house IT expertise to deliver desktop support for their North American office locations. They were looking for an IT service delivery partner willing to provide IT support, as well as support them on a wide variety of IT projects.

### Solution

A client since 1990, CompuCom® proved it had the breadth and depth of service capabilities necessary to meet the financial leader's objectives. In addition, CompuCom was amenable to the corporation's contract terms and conditions, as this is primarily an event-driven ongoing contract.

In addition to managing the procurement of hardware, CompuCom delivers mobile device support for the company. The CompuCom team is responsible for provisioning, configuration and deployment of 9,000 mobile devices. CompuCom also provides break/fix and IMAC (installs, adds, moves and changes) support for 3,000 devices dispersed across the organization's 200 investor centers. For the company's ten major campus locations across the country, CompuCom delivers break/fix support. Through our Paulsboro, NJ delivery center, CompuCom manages the full spectrum of hardware configuration, including image development, imaging and birth certificate services.

### Outcome

Most recently, CompuCom has initiated a project supporting a PC refresh for more than 25,000 devices. While a client-led project, CompuCom provides the technical services talent, delivering on time and under budget for this extremely critical project.

Over the course of the relationship, CompuCom has established itself as a trusted partner, effectively delivering excellent IT support for many years. CompuCom consistently meets the client's service level objectives and continues to grow and expand the relationship with this financial leader.

#### Services Delivered

- Hardware Acquisition and Configuration Services
- Workplace Services
- Mobility and Device Management

#### Measurable Results

- Windows 7 migration for more than 25,000 devices, delivered on time and under budget
- Optimized end-user productivity
- Reduced costs

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