

## Financial Group On-site Support Services

**The Challenge:** A financial group needed desktop support for their 2200+ user environment.

The client, a Fortune 500 Company, is a dynamic family of diversified financial services companies that provides life insurance, retirement planning and investment products and services to help millions of consumers nationwide to plan and protect their futures.

The client is one of only ten life fleets with either a Standard & Poor's AA+ or AAA rating. The client is headquartered in Cincinnati Ohio has more than 5,000 associates, 50,000 individuals in their selling group, and in excess of \$40 billion in assets owned and under management.

The client had a need for on-site support personnel to provide services on 2200+ desktop/laptop units and 135+ desktop printers in their Cincinnati Ohio locations, and in their subsidiaries located in Stamford Connecticut, Goshen New York and Louisville Kentucky. The primary services needed were image, configuration, delivery and installation of desktops and notebooks, asset tracking, disposal services, and break/fix printer support.

**The Solution:** SARCOM designed a talented team and integrated with the client's processes.

SARCOM developed a four member services team to report to the client's Information Systems Manager. One team lead would direct a break-fix technician for PC repair and printer repair, an IMAC technician to handle images, moves, adds and changes in the environment, and one administrator responsible for spare parts inventory, to maintain their ValueWise asset tracking system

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**The Challenge:** A financial group needed on-site desktop support for their 2200+ user environment in 5 locations across the country.

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**The Solution:** SARCOM designed a talented desktop engineering team and integrated with the client's processes.

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**The Results:** An on-site support group that meets and exceeds the client's expectations.

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and to support additional ad-hoc projects. SARCOM implemented policies and processes to integrate with the client's systems and ITIL procedures. The four person team supports over 2,200 end-users in five locations while being held to stringent, closely tracked SLAs.

**The Results:** SARCOM has met and exceeded the client's requirements.

SARCOM has been on-site at WSFG for 6 months. SARCOM's flexibility and team approach has been specifically recognized by the client, especially in that it is in stark contrast to the model of its former service provider.

Whereas the former provider had each individual on the team perform a specific duty, the skills of the SARCOM technicians are spread evenly across all members. This allows the team to allocate multiple technicians, if necessary, to focus on urgent, complex or especially large assignments. This flexibility has led to SARCOM's consistently exceeding SLAs. In addition, the

client has recognized SARCOM's strong customer focus; the client and SARCOM's managers alike have received numerous compliments from the client's end-users raving about SARCOM's responsiveness and overall courteous and professional service.