
Case Study: Desk Top Support – Deployment of Thousands of Computer Devices

Challenge:
Re-image and prepare PCs for the start of the school system

Solution:
VisionIT Implemented our proven methodology and assigned skilled technicians

Results:
We were able to distribute desk tops to more than 30 schools throughout the district.

Our Client had thousands of PCs and other devices that needed to be prepared for use by the public school. These devices were in all different states of repair and all needed to be re-imaged. The devices were all located on pallets in a central location.

VisionIT assigned a senior program manager to the project to organize and direct the efforts of each technician. A PC move manager was also assigned to ensure that computers were evaluated against field service equipment standards, categorized, and communicated to asset recovery when applicable. VisionIT then assigned 18 technicians with PC, printer diagnostics, repair, and network expertise for additional support. A ‘Triage Team’ was also created to evaluate the equipment and direct PCs and printers to the ‘Re-image Team’ or the ‘Repair Team’.

VisionIT completed several tasks including PC re-imaging, monitor checking, keyboard sorting, printer repairs, and cable/parts repairs on time and at pre-determined costs. Equipment readied for distribution included:

- 1597 repaired PCs, re-imaged, and ready for service. These were distributed to schools in weeks 5 and 6 of the project
- Over 1900 monitors tested, packed, and ready for service with 1600 distributed to schools.
- Over 700 printers repaired, tested and ready for service with 500 distributed to schools in weeks 5, 6, 7 and 8 of the project.
- Thousands of cables, parts, and computer-attached devices were sorted for re-use by the schools.

Additional Support Included:

- Identifying 583 obsolete or broken PCs at the TAV for Asset Recovery, 197 obsolete or broken monitors, and 474 obsolete or broken printers. VisionIT accumulated 85 pallets of obsolete or broken equipment over the life of the project, including equipment beyond its useful life, some pieces dating back to the early 1990’s.

- Creating a Microsoft Access database to inventory all re-imaged 'recent vintage but obsolete' PCs, and all re-deployed printers. The inventory includes vendors, models, serial numbers, asset tag numbers, source, destination, and current state. The software included screens for data entry, and reports to extract information from the database. Extensions to this application are easily possible. The database could be used to capture existing PC and equipment inventories, and as a management tool in maintaining the assets of DPS.

*The VisionIT
Difference.*

A position of leadership and innovation is maintained through constantly monitoring operations—ensuring quality service and continuous improvement. We strive to remain unique in today's marketplace; we deliver world-class service to our customers.