

GLOBAL PACKAGING ORGANIZATION COMPLETES TECHNOLOGY AUDIT AND REFRESH ON TIME AND ON BUDGET DURING COVID

Situation Overview

- Europe-based packaging company with 22 U.S. based locations
- Primary challenge, given their inability to visit all locations, was documenting what equipment and cabling existed in each location, where there were identifying technology gaps and planning for future upgrades
- Customer needed a **partner who could effectively provide both hardware and service solutions** on their tight timetable
- Goal was to ensure that all **22 U.S. locations were documented and standardized with a technology refresh**
- Each location needed updated structured cables and conduit, switches, racks, power, WiFi products and desktop devices



OVER
60,000 FEET OF
CAT 6
CABLES

Trifecta Solution

- Fully managed multi-phase project:
 - Phase 1: **Performed site audits for all 22 sites** with documentation, pictures and current/future technology requirements. Our field technicians created detailed reports including current/future diagrams, cabling drawings and pictures for each location
 - Phase 2: Trifecta engineering team architected and staged the configured solutions for their new infrastructure including layers 1 through 3 allowing **capacity for future growth**
 - Phase 3: Leveraged Trifecta's warehouse to stage all racks using a repeatable implementation plan for each site. Coordinated the delivery with tech-to-site deployment resulting in less distraction / downtime for the customer. We **installed approximately 200 devices** and ran, terminated and certified **over 60,000 feet of CAT 6 cables**

Client Outcome

- Project exclusively outsourced to Trifecta so the client could have a single entity to own, execute and finalize the project **on time and on budget**
- Full ownership and project management aligned with the customer's local management team
- **Flexibility and responsiveness to real-time changes, enhancements and customization requests**
- **Customized with a high degree of agility** to add changes to orders as needed
- **Highly satisfied customer and very minimal downtime**
- Became a **preferred vendor** for all their hardware and service needs with multiple additional projects on the horizon



HIGHLY
SATISFIED CUSTOMER

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This was our first time using Trifecta for anything but hardware and they were great. Our project was complex and became more so during COVID and with multiple change orders but Vinny, Steve, John and the entire team hung in there with us and really delivered. We'll absolutely be using them more in the future – awesome job!

Director of IT, North America

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