

HEALTHCARE TRAINING PROVIDER PARTNERS WITH TRIFECTA FOR WAREHOUSE SERVICES DURING COVID-19

Situation Overview

- National provider of healthcare continuing education and training had to **close their Tampa-based corporate offices** due to COVID-19
- Their **3,000+ employees** would shift to remote work but would need access to IT equipment in real time
- Looking for an immediate solution to **outsource IT asset management, handle configurations and a steady flow of employee workstations** (in and out), which had previously been handled in-house
- Needed a partner to **own the entire process, integrate with their IT team** and ticketing system, as well as act as an **extension of their organization** for employee equipment pickup and drop off

3,000+
EMPLOYEES TRANSITIONED TO
REMOTE WORK



PROCESSED OVER

15,000
SKUS



Trifecta Solution

- Trifecta's warehouse team acted as their **logistics arm** for all PC/Laptop/end-point related tasks
- Included transitioning all inventory services to the Trifecta warehouse for **testing, imaging, asset tagging, receiving, cleaning, shipping, courier services and a local pickup/drop-off hub** for employees
- **Implemented dedicated servers** to handle imaging of devices for multiple employee profiles seamlessly
- Provided **daily, accurate and actionable reporting** of inventory, transaction requests, logistics and ticketing
- **COVID-approved processes aligned with CDC requirements** for pickup, drop offs and equipment sterilization

Client Outcome

- Customer **transitioned all services and responsibilities within 30 days** of kick off
- Entire **solution was fully integrated** with the customer's applications and systems for a **seamless transition**
- **Excellent customer satisfaction** reported by their employee base and IT team
- Customer continued to **deliver mission-critical IT services** throughout COVID with **no disruption to their business**
- Customer counts on Trifecta as a **reliable service partner** who knows their business and **responds nimbly**

DELIVERED WITHIN
30 DAYS
WITH **NO** BUSINESS
DISRUPTION



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TrifectaNetworks.com



The process has been great. We're hearing from our people that pickups/drop offs are convenient and that the Trifecta staff is polite and helpful. Your warehouse team is fully integrated with our team.

David, Senior Manager of IT Service Operations

