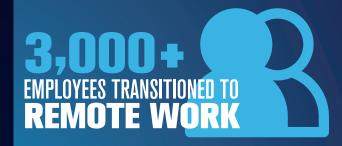


HEALTHCARE TRAINING PROVIDER PARTNERS WITH TRIFECTA FOR WAREHOUSE SERVICES DURING COVID-19

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





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



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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