

NATIONAL HEALTHCARE COMPANY LEVERAGED TRIFECTA TO DRIVE OPERATING EFFICIENCIES AND OVER \$500K OF SAVINGS IN YEAR ONE

Situation Overview

- IT team lacked the internal resources to efficiently manage the provisioning and deployment of end-point assets (PCs, laptops, monitors, phones, etc.)
- Unable to maintain inventory controls with no visibility into assets dispersed across hundreds of North American locations
- The organization did not have a central location from which to ship, store, image, clean, repurpose and dispose their gear
- As a result, employees in the field waited far too long for the equipment they needed while the IT team spent countless hours on mundane tasks and purchased more new equipment than was needed to make up for lost/unaccounted for gear



**RECEIVED OVER
600 PIECES A
MONTH**

Testimonial

"The Trifecta team is responsive, fast and accurate. They helped us design work flows that reduced our costs, increased our visibility and improved our internal customer satisfaction. I'm happy to strongly recommend them."

Trifecta Solution

Created a custom solution to meet the needs of on-and-off-boarded employees as well as their new, moved, and closed facilities. This included:

- A dedicated Trifecta team working within the customer's asset-management software to centrally manage their flow of assets (including medical devices) from our state-of-the-art ISO-certified warehouse
- Shipping and receiving all new and repurposed gear, including accurate audits and timely reporting
- Real-time collaboration with their IT team to determine what pieces could be reused, remarketed or should be recycled
- Testing, cleaning/sanitizing, resetting, reimaging and storing their equipment in secure dedicated bins ready for immediate redeployment
- White-glove project management of on-site deinstallation at closed facilities that included packing and shipping all equipment back to Trifecta to be audited and added to the asset management software
- Remarketed unneeded but reusable equipment resulting in maximum value in the form of credits to offset the customer's other costs
- Ensured data security and DOD compliant certificates of destruction for gear needing to be recycled
- Cross referenced received gear with OEM warranties to identify additional savings by utilizing those warranties where possible
- Assisted with database clean-up to drive consistency and accuracy

Client Outcome

- Streamlined the customer's IT operations and transformed the once chaotic into a well-oiled machine freeing up IT staff time to focus on higher value projects
- Savings of \$500K+ in year one through loss reduction, increased reuse, lower new purchasing, realized value through remarketing, and freeing up IT staff's time
- 98.4% SLA compliance ensured minimal downtime and seamless operations
- Weekly conference calls kept the customer informed with detailed project reports and updates
- Dedicated Trifecta team acted as an extension of the customer team providing expertise and accountability
- Customer's IT team had access to use the Trifecta testing lab
- Savings enabled the customer to prioritize a much-needed network upgrade, further bolstering their IT infrastructure



**CUSTOMER
SAVED OVER
\$500K**

Learn More At
TrifectaNetworks.com