

GLOBAL MANUFACTURER LEVERAGED TRIFECTA'S STAFF AUGMENTATION SERVICES TO PLACE LONG-TERM IT SUPPORT ACROSS THREE LOCATIONS

SITUATION OVERVIEW:

- Global manufacturer of specialty tires and wheels with 17 facilities across four countries
- IT department lacked sufficient internal resources to manage day-to-day technical needs
- Required long-term staff augmentation to provide on-site IT support at three key locations

PLACED LONG-TERM
IT SUPPORT
RESOURCES AT
3 LOCATIONS

SUPPLIED AND INSTALLED

OVER
25,000
FEET OF LOW-VOLTAGE
CABLING

TRIFECTA SOLUTION:

DETAILED AND HYPER-RESPONSIVE PROJECT
MANAGEMENT THAT COVERED:

- Assigned a dedicated technician to each location, ranging from once per week to full-time (five days a week) over a two-year period
- Designed a custom allocation of billable hours per site, giving each facility flexibility to use support as needed
- On-site IT support duties included:
 - Basic IT services and troubleshooting
 - PC repair and issue resolution
 - Printer troubleshooting, including Zebra printers
 - Troubleshooting and support for scanning equipment
 - Use of on-site test equipment
 - Smart-hands assistance for general IT tasks
- Supplied and installed over 25,000 feet of low-voltage cabling across all three sites to support IT infrastructure needs



CLIENT OUTCOME:

- Project successfully completed on time and under budget, with no operational downtime
- Weekly reporting by site—including time logs and billing records—provided full transparency and accountability
- Improved uptime and operational efficiency through fast, reliable troubleshooting of end-user devices
- Dedicated Trifecta on-site tech acted as an extension of the customer team providing expertise and accountability
- Savings enabled the customer to prioritize a much-needed infrastructure upgrade exclusively with Trifecta and Palo Alto, further bolstering their IT infrastructure

CUSTOMER LEVERAGED SAVINGS
TO PRIORITIZE AN
INFRASTRUCTURE UPGRADE