

Case Study

Technology Upgrade Service:
Fortune 10 Banking
Acquisition

Technology upgrade and data migration required for a Fortune 10 banking institution acquisition

The Situation:

This fortune 10 financial institution had just completed an acquisition and needed to migrate over 30,000 legacy and new devices onto their primary network. The devices were spread across more than 800 locations within the United States, and the project required a completion date within 12 months from the start date in order to meet federal and financial requirements.

The Challenge:

The customer was not able to take on such a large project internally, and looked to a supplier with the resources, abilities and current staff to perform a wide range of services to meet the project need. The user community needed to be transitioned over to a new network with newly imaged devices that had the parent company's gold image, applications, functionality as well as applicable data transfer. A wall-to-wall physical inventory was required initially to determine the actual number of devices, complete applications, data and network prior to starting any device builds. All future-state deployment metrics had to be completed while going through real estate consolidation as well, so have the ability to be flexible and dynamic was mission critical for success.

The Response:

SA IT's nationwide footprint of direct-employees, with the technology and experience required with doing over 30 projects of this type allowed for a significant advantage to managed the completion of this project. SA IT also implemented and assigned a Project Management Organization comprised of Project Management Professionals (PMP) and Certified Six Sigma Black Belts (CSSBB)

to ensure that every stage of the project was handled with Quality of Service, repeatability, and predictability. SA IT's team of Project Management Professionals worked with the customer for over 12 months to create the schedule and take into account all of the customer's set of variables. SA IT deployed a dedicated team of resources across its nationwide footprint specifically assigned to customer locations, as well as a SWAT team that was deployed immediately to address remote locations and volume spikes. Each team was comprised of subject matter experts in technology transformation upgrades and optimization activities that ensure such an enormous task was completed on time with little to no impact to the customer. SA IT conducted a detailed assessment of the environment, worked with the customer community to configure the future-state environment, and performed the IMAC-D and configuration services according to plan and specification.

The Result:

The client was able to achieve all of their future-state goals across all lines of business within their newest acquisition - on budget and on schedule. Using SA IT for this opportunity allowed the client to leverage the extensive experience across complex project delivery while remaining focused on day-to-day operations. SA IT performed hundreds of deployments per day across multiple locations, and this was a major milestone for the customer. This project had been in the planning stages for a year, however SA IT was able to make it a reality through its extensive experience, approach towards customer service and quality, and customer-facing service professionals that work throughout the scope of the project.

