

# Complex Projects Solutions

*The Right Combination*



*In response to the market's growing demand for comprehensive management of more complicated, multi-faceted deployments and installations, Essintial<sup>SM</sup> created our Complex Projects Solution (CPS) team. As the subject matter experts on project management, this division has **extensive experience in both small and large projects and engagements.***

## Complex Projects Made Simple

Essintial's project management approach allows us to provide quality service that we consider to be a key differentiator. Our program capabilities have been developed over the last several decades through management of large-scale, complex programs and are primarily based around the principles and standards of the Project Management Institute (PMI).

Our methodology ensures seamless implementation, adherence to contracted service levels, and consistency in communication, quality and service delivery

The CPS team provides effective operational execution with long-term strategic IT insight. Specialized processes, procedures, and tools are available to the CPS to monitor and measure specific elements of any account. These tools track performance and archive events so we

can perform root-cause analysis and integrate changes into the delivery process before the project is impacted. Program and joint customer reviews are also held on a scheduled basis.

By leveraging our North American network of Managed WorkForce<sup>®</sup> field service technician and forward stocking locations, Essintial uniquely designs support services for the entire enterprise technology lifecycle, from installations and moves through upgrades and end-of-life.

By working with clients as soon as a need is identified, we carefully map out requirements and solutions that provide the optimal balance of resources and costs. Collaborating with the entire organization, we create a detailed plan and schedule to successfully deliver on time and within budget, ensuring the highest levels of customer satisfaction.

## Proven Success

Over the course of a year, we completed custom projects at 22,000+ nationwide locations across 130 accounts:

- » OS upgrades at 7,000+ locations for grocery chains, big box retailers, a leading auto services provider & top North American airline
- » Over 20,000 POS & pin pad upgrades for Fortune 500 retailers & grocery chains
- » IT staffing solutions at 100+ locations for medical facilities, Fortune 500 companies & a major Sports League
- » Wi-Fi, camera & GPS installation/cabling of transportation vehicles for educational, emergency service & construction fleets
- » New store installs, closure activities & relocation support for retailers, grocers, restaurant chains & non-profit organizations
- » Over 20,000 ATM memory, Windows 7 upgrades & rebranding services for large multinational banking companies