

## Global Financial Leader Bolsters IT Operations with CompuCom

With more than 10,000 financial advisors and \$700 billion in assets under management, this U.S.-based global financial services company specializes in wealth creation for its clients through financial planning, products, and services, including wealth and asset management, insurance, annuities, and estate planning.

### Challenge

In the financial services world, this 120-year-old financial leader knows that a robust IT infrastructure can be a key differentiator and deliver a competitive advantage. To continue its leadership, the company needed to own its IT architecture and set its strategic roadmap outlining hardware, software, and technology platforms. However, they were keenly aware that to achieve ongoing success, they needed an IT services partner to run day-to-day IT operations so they could focus on their core businesses.

### Solution

The global financial organization looked at several IT services companies to support their goals. The financial leader chose CompuCom based on their ability to be a true end-to-end IT service delivery partner who could support them in the fulfillment, configuration, and ongoing maintenance of their IT environment. The company had purchased hardware from CompuCom in the past, so they were familiar with its commitment to quality. They also appreciated CompuCom's technology independent approach to deliver a best-of-class solution.

In addition to purchasing all of their IT equipment from CompuCom, the financial leader relies on CompuCom to oversee operational delivery for their IT environment. This includes managing the company's network, telephony system, call centers, technical platform, servers, and storage environment. CompuCom also delivers end-user support for the company's more than 10,000 financial advisors, which includes the entire lifecycle management from procurement to disposal of all desktops, laptops and handheld devices.

Protection of customer personal data is a key concern for the financial leader. Loss of customer data triggers hefty government fines, and can significantly impact the company's public image. To ensure this data is always protected, CompuCom supports the company's mobile and device management platform, and distributes security certificates on employee mobile devices. CompuCom also manages several device-hardening projects to further protect customer data. In addition to day-to-day operational delivery, CompuCom pursues continuous improvement initiatives targeted at refining processes and technologies while reducing costs. Recently, CompuCom identified a costly legacy storage array and proposed a new solution that would save the company \$13 million a year in maintenance fees.

### Outcome

Since taking over the delivery of IT operations, CompuCom has increased the financial leader's network availability to 99.999 %, while significantly reducing downtime. In addition to delivering this level of continuous process improvement, CompuCom constantly looks for ways to save the company money and bolster its business operations. As a result of improved service levels, increased organizational effectiveness, and faster response times, the global financial leader relies on CompuCom as a valued business partner and advisor.

#### Services Delivered

- Lifecycle Management from Procurement to Disposal of Desktops, Laptops and Handhelds
- Mobile and Device Management
- Network Services
- Storage and Server Support
- IT Equipment Procurement

#### Measurable Results

- Increased network availability to 99.999%
- Improved service levels and response times
- Increased overall effectiveness of overall business processes
- Improved cycle time, faster time to market
- Increased organizational effectiveness
- Reduced IT support costs

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