Optimizing State Services Through Managed IT Solutions

Velocity and Team TSCTI

Client Overview

The client oversees a comprehensive IT network, including servers, computer equipment, and peripherals, across all counties in one of the largest states in the US. This includes more than 500 Tax Assessor-Collector (TAC) offices, sixteen regional service centers, and a central headquarters in the capital. The services that the client provides are critical for state residents.

The Need

The client was seeking a Managed Installation and Break/Fix Repair Services partner to deploy and relocate equipment, as well as handling unexpected repairs. They needed a trusted ally to restore equipment functionality and streamline equipment moves, additions, and changes to minimize business disruptions, including the configuration of new hardware and managing equipment returns, all while ensuring data security.

The Solution

Velocity and the TSCTI team, renowned for their equipment installation, management and upgrade expertise, were selected to spearhead the project. Key responsibilities included:

Deploying New Equipment: Velocity and the TSCTI team handled implementing new equipment that required upgrades across client locations.

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Equipment Moves/Adds/Changes Requests: The team managed equipment reconfigurations requests encompassing both intra-location and inter-location.

Break/Fix Repair Services: The team worked on restoring equipment to full operational functionality through expert diagnosis and repair.

Handling Return Shipping: The team also took care of returning technology and items no longer needed to the client's headquarters.

Providing Ongoing Maintenance and Support: As part of the in-depth deployment process, the team provided maintenance and support for the entire network, including owned and leased workstations, printers, cash drawers, peripherals, cables, servers, and installed software in all of their supported locations.

Proper Disposal of Hardware: Velocity and the TSCTI team also managed the destruction and sanitation of hard drives and other hardware to protect citizens' data and personal information, in accordance with established policies and procedures.

Cable Installations: The team also handled the client's installation of ethernet cable drops.

Efficient Ticket Management: The team was also responsible for opening tickets and outlining the scope of work and relevant details provided by the client for each service request. The dispatch team then ensured the assignment of certified and qualified technicians within a reasonable location.

Quality Assurance: Velocity and the TSCTI team also implemented preventative measures to ensure the quality of work throughout the project.

Performance Metrics: Velocity and Team TSCTI leveraged V-SELECT, Velocity's proprietary Operational ERP, to generate weekly performance reports. These reports tracked key metrics including trouble ticket volume, resolution times, and regional trends. Data analysis fostered continuous improvement initiatives through collaborative discussions with the client.

With an efficient ticketing and servicing system, Velocity and the TSCTI team coordinated with the client to schedule services. They delivered a comprehensive solution that met the client's immediate and long-term goals.

The Results

The collaboration between Velocity, the TSCTI team, and the client yielded significant results:

- **Optimized Equipment Lifecycle:** Successfully deployed and relocated equipment while minimizing downtime through expert break/fix repairs and efficient MAC management.
- **Data Security and Compliance:** Ensured data integrity by securely managing equipment returns and disposal.
- **Enhanced Business Continuity:** Provided reliable IT support to ensure consistent uptime, minimize disruptions and optimize operational efficiency.

In addition, Velocity and the TSCTI team's commitment to providing exceptional service led to a good working relationship between the client and the team. They were there to help the client get back up and running during disasters and critical disruptions, proving that they will go the extra mile to deliver excellence to their clients.

Today

Today, the client continues to benefit from the robust Managed Installations and Break/Fix Repair Services provided by Velocity and the TSCTI team. Their partnership has evolved into a dynamic, ongoing relationship, ensuring that the client's needs are met with agility and expertise. This continuous support guarantees the client can maintain high-quality services for its residents, keeping up with technological advancements and operational demands.