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Case Study Professional IT Staffing Augmentation

Challenge. A large hospital system in Southern California was looking to implement a multi-pronged technology transition utilizing an IT solution provider with professional staffing and helpdesk capabilities. The customer needed to

- 1) Implement Microsoft SCCM
- 2) Perform compatibility testing for over 450 applications
- 3) Build myriad tools for process automation
- 4) Consolidate 35 domains into one
- 5) Add more professional IT seats with very little available space in its IT department
- 6) Perform an 8000 seat windows 7 upgrade.

HTG Solution. HTG provided immediate assistance with PowerShell scripting performed and tested remotely, in addition to building out their Microsoft SCCM strategy and implementation plan.

An HTG SCCM engineer was dispatched initially for a week on site and then was able to implement the MS SCCM also as a remote engagement.

HTG performed all the application compatibility testing again remotely and as applications were packaged for deployment, sent them to customer.

HTG provided 45 on site daily techs for hard drive swaps and the 8000 seat Windows 7 deployment with remote help desk support for the end users.

Outcome. At project completion, HTG's temporary professional IT staffing augmentation saved our customer tens of thousands of dollars in HR costs. With PowerShell scripting performed and tested remotely, and MS SCCM as a remote engagement, HTG also saved the customer space disruption, hotel/per diem costs and thousands of man-hours in manual entry while dramatically improving accuracy of the data migration.

"HTG got a very tough job done fast and efficiently. With their dedicated engineers not on site, it allowed them to focus on the tasks without disrupting our office routines. This made the process a lot easier for us."

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