BLACK BOX

Financial Services
COMPANY

Best-in-Class Managed IT Field Services

BUSINESS OBJECTIVES:

- Risk mitigation
- Cost savings
- Reduced downtime

KEY STATISTICS:

- 200,000 desktops & business devices
- 70,000 servers
- 20,000 locations
- 16,000 ATMs

Black Box supports hundreds of thousands of devices through our comprehensive Managed Services solutions centered on a unique Universal Technician model. This approach yielded an efficient IT support ecosystem allowing the Company to support its various retail, office, and data center environments while managing the technological complexities found within its global financial services network.

The Company sought a managed services solution that would deliver tangible, positive business outcomes including:

RISK MITIGATION — The Black Box Field Services support model focuses on mitigating risk related to the multivendor environment. We deliver:

- Single-threaded accountability that reduces vulnerabilities while ensuring critical security controls.
- Enhanced physical and network security by limiting the number of third parties and all non-essential access to the client premise and network.
- Transparency, performance controls, and reporting.
- 100% compliance with all regulatory requirements and security related policies.

COST SAVINGS — We reduce cost of service by:

- Consolidating scopes of work, we reduce dispatches and unnecessary site visits via the Universal Technician model.
- Eliminating margin stacking occurring in unnecessary multilevel support models.
- Using the optimal mix of consumption models — T&M, fixed pricing, Not-to-Exceed pricing, etc.
- Reducing internal cost of managing multiple vendors and technologies.

REDUCED DOWNTIME — The Company realized a significant increase in network, voice, video, desktop, and system uptime delivered by Black Box's comprehensive Managed Services offering that encompasses:

- Brand-agnostic, multilevel, multilocation, and multidisciplinary Field Services unit.
- Warehousing and logistical support.
- Program management office.
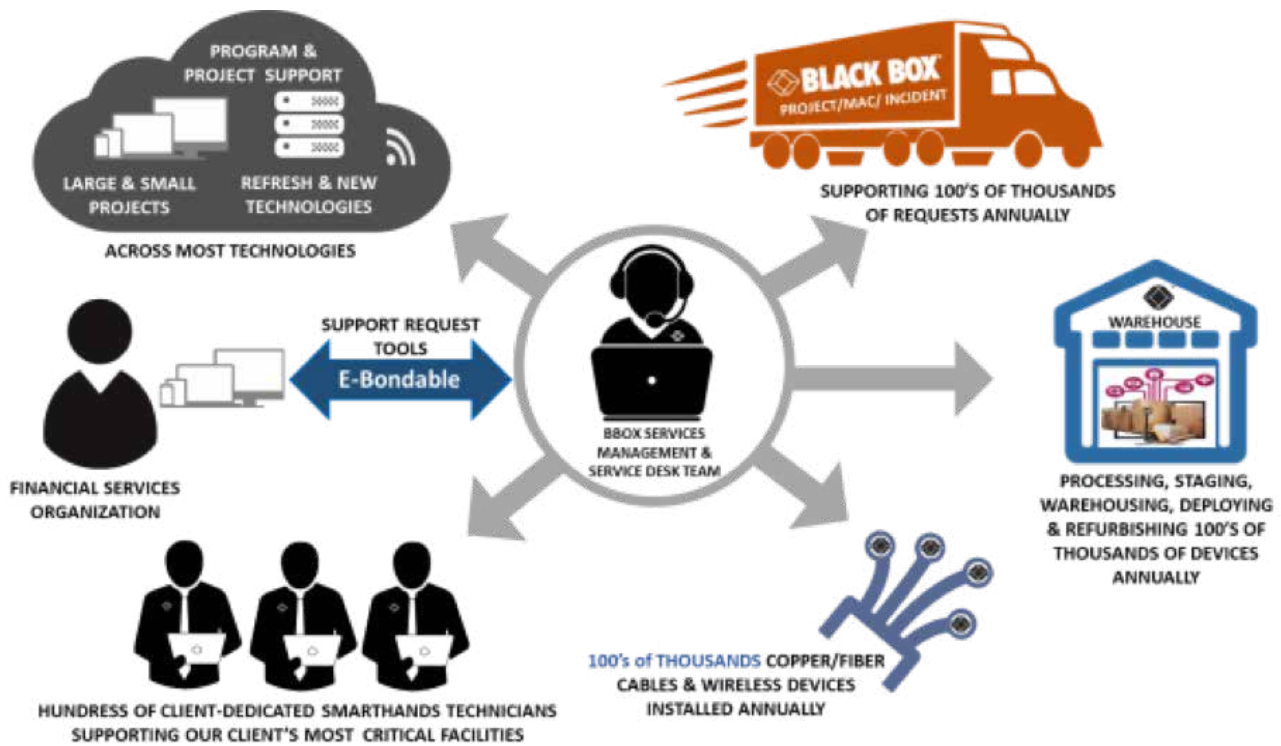
Black Box Supports Hundreds of Thousands of Devices Throughout More Than 20,000 Financial Center Environments Including Branches, Trading Floors, Data Centers, Campuses, Towers and ATMs—24/7/365

THE SCOPE OF WORK

• **Network equipment —** Providing warehousing, staging, configuration, refurbishment, deployment, installation, decommissioning, move/add/change (MAC), and break-fix for hundreds of thousands of devices.

• **Servers —** Providing maintenance, spares, staging, configuration, deployment, installation, decommissioning, MAC, and break-fix for 70,000+ devices.

• **Desktop & other business related devices —** Providing deployment, installation, decommissioning, MAC, and break-fix for more than 200,000 devices.

• **ATM —** Supporting connectivity, MAC, and break-fix for more than 16,000 devices.

• **Video/telepresence —** Providing warehousing, staging, configuration, refurbishment, deployment, installation, decommissioning, MAC, and break-fix for tens of thousands of devices.

• **Voice communications —** Providing warehousing, staging, configuration, refurbishment, deployment, installation, decommissioning, MAC, and break-fix for hundreds of thousands of devices.

• **Wi-Fi/Cellular/DAS infrastructure —** Providing design, engineering, warehousing, staging, configuration, refurbishment, deployment, installation, decommissioning, MAC, and break-fix, for hundreds of thousands of devices.

• **Voice/data copper/fiber infrastructure —** Providing design, deployment, installation, decommissioning, MAC, and break-fix for millions of connections.

• **New technologies —** Providing warehousing, staging, configuration, refurbishment, deployment, installation, decommissioning, MAC, and break-fix for all new technologies as they are introduced into the client technology ecosystem.

GET IN TOUCH

For more information about our services or for a quote, please contact us.