

case study

# Accelerated PC Refresh

## for a Global Leader in Payment Processing

**6,300**  
MACHINES

### overview

By January 2020, extended support for Windows 7 will end. While companies are being forced to upgrade to Windows 10, many older machines and devices are not compatible with the new software. Companies like our client, a Global Leader in Payment Processing, were forced to upgrade their hardware and software in an accelerated time frame, needing to move rapidly before 2019 approached.

**19**  
SITES

**8**  
WEEKS

### the sitehands solution

#### Local Delivery, Global Coordination

We engaged our local providers in the field, so we could seamlessly deliver services across multiple sites at the same time.

#### Consistency

Our team ensured a seamless transition with quality and consistent outcomes guaranteed across all sites.

#### Transparency

With real-time transparency into field operations, we manage the technicians' work from start to finish, directly through the Sitehands Platform.

#### Acceleration

An engagement that would take our competitors double the time to complete, we guaranteed speedy delivery, completing the refresh within the desired 8 week timeline.

### owning the outcome

Sitehands successfully executed the PC Refresh for our client before the end of the 2018 budget year. By aiming to deliver solutions faster than any other IT field services company, we beat a large competitor in the industry to win this engagement. We aligned to our client's needs, we moved rapidly, and executed consistently across multiple sites at the same time.