



**Trusted Professionals. Proven Results.**

## Infrastructure Support

**MDI Group saves client \$200k by managing multi-state rollout of 10,000 workstations**

### Client

MDI Group's client is one of the nation's largest commercial banking organizations with total assets in excess of \$125 billion. The bank's primary businesses include deposit, credit, trust and investment services. Through various subsidiaries, it also provides credit cards, mortgage banking, insurance, brokerage and capital markets services.

### Challenge

In order to meet the ongoing technology requirements of the financial services industry, this client needed to quickly upgrade 10,000 workstations across seven states in its mid-Atlantic and southeast regions.

The client required assistance in the complete management and coordination of the project, including configuration, installation and remote support activities.

#### Client

Major financial institution

#### Scope

Migrate and upgrade 10,000 workstations

#### Consulting Staff

40+ consultants in positions such as:

- Project managers
- Rollout managers
- Installation technicians
- Server support administrator
- Command center technicians

#### Project Timeframe

Approximately 6 months

### Solution

Because MDI Group had a detailed understanding of the client's environment and culture, we were able to work with the client to develop a comprehensive solution to both their technical and project management challenges.

MDI Group's solution included the following services:

- Overall project management responsibility for the rollout, including resource planning, risk management and milestone reporting.
- Coordinate the installations with local resources to minimize the impact on branch banking operations.
- Support the on-site installation teams with a remote support "command center".
- Manage the day-to-day activities of the technical and support staff delivering the migration services.
- Stage and configure the workstations at a central location prior to local site delivery.
- Provide consolidated billing.

### Results

As a result of the services provided by MDI Group, the client has saved approximately \$200,000 in project implementation costs. These savings were achieved through a combination of effective project management and extremely high levels of project team retention. Not only was the project completed on-time and within budget, but staff turnover was five times less than the client had experienced on previous similar engagements.

Furthermore, MDI Group is now the favorite to perform additional installation services in support of the client's future requirements.

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