



On-site Installations, Moves, Additions and Changes

Project highlights

- Site based IMAC (installations, moves, additions and changes) team within City based financial institution
- Over 1,500 moves and changes completed within first year of contract
- On-site IMAC team working across multiple London sites providing all IT move associated services
- Truly flexible and innovative service in line with the clients unique requirements

The brief

To provide a flexible resourcing solution that offers in and out of hours IMAC services. Resources attend weekly move meetings and manage the move from start to finish. The roles also include stock management, hardware installation, pre-move audits, network patching, post install testing and support.

The solution

Since March 2007, Relocom have provided our client with two on-site engineers, one as a Team Leader and the other a desktop engineer. Between them, the two resources work any 37.5 hours within the week, offering the client maximum flexibility. Because this is a managed service, sickness and holiday is covered as part of the contract. Additional project work or resource requests are also regularly requested, attracting discounted rates where appropriate.

IMAC Case Study

In 2007, Relocom secured the 36-month contract to provide specialist, flexible, in-house expertise to the client. With our wealth of sector knowledge and existing contracts, the resourcing for this role was relatively straightforward. Within the first year, the on-site team have completed over 1,500 moves which range from standard desktop moves to complex trader relocations. Server MAC is also included with the service covering not only the main office locations but also several data centres.

In addition to the standard MAC brief, the on-site team also provide project support and co-ordination. On average the team spends 40% of their team on project based activity, 10% on stock control/administration and the remainder on MAC work. Relocom also provides a site vehicle to assist with the transportation of equipment between the three sites.

Our on-site team leader attends a move meeting every Tuesday, detailing moves planned for the weekend ahead. The meeting includes representatives from each department such as Facilities, Networks, Helpdesk and HR to provide feedback from previous moves and to identify schedules for the week ahead, including reasons for the move and the associated priorities. Our on-site team leader will also incorporate any smaller internal moves that have been requested via the internal call management/ticketing system.

Once the moves have been agreed a project list is provided detailing who will be moving to where. This list is then cross-checked and the associated equipment audited to ensure the team knows exactly what is required during relocation for each user. Due to the complex nature of relocating traders, i.e. multiple PC's and TFT monitors, different network patches, dealer boards, etc., photographic audits are completed to ensure that user environments are recreated and reconfigured exactly at the new location.

Moves take place on a Friday evening, working into the night until complete. A Relocom testing team arrives to site on Saturday morning to complete detailed testing of IP configuration, printers, telecoms, etc. Any issues will be diagnosed and if unresolved, are passed on-site second line engineers. The last stage in the move process is to provide post move user support on the Monday morning from 6.30am.

For more information about Relocom and our services please visit our website: www.relocom.co.uk
E-mail: contactus@relocom.co.uk or call us on **0845 313 1491** to speak to one of our specialists.