

Case Study

Working From Home

IT Solutions for
Remote Employees



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Case Study

A remote-based workforce created tremendous challenges for a large Call Center to deliver and maintain IT hardware for their employees. They called Enlivened Tech for creative solutions.

Customer Overview

In a rapidly changing labor environment, a large Call Center found itself with over 400 employees working remotely from home. Delivering up-to-date computers and equipment to this diverse workforce created an extreme logistical challenge.

Customer Goal

Rather than hire several full-time IT engineers, the Call Center sought a solution for delivering and maintaining the IT equipment needed by their dispersed employees. They established performance goals for the solution, including the following requirements. The solution must:

- Be a stand-alone service that did not rely in an internal IT team
- Deliver the hardware directly to employee's homes
- Enable employees to set up the hardware by themselves
- Assist employees with IT Support
- Process hardware retrieval once an employee no longer worked for the company
- Redeploy equipment to new employees
- Be capable of refreshing the hardware to keep it at optimal performance levels



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The Outcome

The Enlivened Tech team dove into the challenge and created a customized solution. To meet the IT needs of the Call Center, they created “Computer Kits” for each of the over 400 employees. Each kit contained: a desktop computer, two monitors, AV cables, ethernet cables, a keyboard, a mouse, a digital camera, and a power strip. Just as importantly, instructions were included in each kit that detailed the exact process for setting up the system and getting it running.



Each kit was labeled and, rather than being sent to the central office for distribution, was shipped directly to the employee’s homes. Enlivened Tech had staff on stand-by to field questions from employees to ensure their system setup went off without a hitch. All 400-plus employees received their kits, set up their systems, and were able to successfully begin employment.

Enlivened Tech is providing ongoing system upgrades and is processing all returned equipment that is no longer being utilized. Once the equipment has been refreshed and eradicated, it is redeployed to other agents’ homes.

Customer Quote

“We were anticipating a major headache in providing updated equipment to our work-from-home employees. Enlivened Tech made it absolutely simple. We just gave them the system requirements and our employee’s addresses and they did the rest. They saved us staffing costs and allowed our IT staff to work on other projects. They simplified the workflow and are great to work with. We have found a true long-term partner.”



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