

# Case Study

## Computer Refresh for Large Enterprise



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## Case Study

An enterprise-level business needed a cost-effective solution for keeping their computers and IT accessories at a consistently high-performance rate.

## Customer Overview

Enlivened Tech was engaged by a company with ten regional offices and over 3,600 employees. They provide their customers with many business solutions including lead generation, inquiry management, billing support, and telemarketing services.

## Customer Goal

With such a high employee count and a workforce dependent on its computers operating at peak levels with no downtime, the company wanted a way to keep its IT hardware up to date. They needed a strategy for regular hardware refreshes without the prohibitive cost of purchasing new equipment every three to four years. As a high-volume purchaser, they wanted flexibility in order volume and payment options.



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# The Outcome

Enlivened Tech worked with the company to provide a custom solution tailored to meet their specific needs. The strategy included placing their equipment on a three-year refresh cycle where each machine would be replaced with refurbished, business class equipment. This allowed them to:

- Increase the overall processing speeds of their computers
- Update the machines more frequently than if they were buying new to keep up with changing technology
- Significantly reduce downtime
- Get new equipment more often with new skins and new components

To make the plan as beneficial to the BPO as possible, the computers were standardized. The same makes and models were swapped out with the current machines to simplify support, maintain customized configurations, and keep employees from having to learn new equipment.

Extra machines were sent with each order that were:

- Imaged
- Licensed
- Completely ready to deploy

This allowed them to eliminate downtime by having instant replacements in-house. They were not charged until the machines were put in use.

At Enlivened Tech, we understand that there may be some hesitancy when it comes to refurbished IT hardware... that is why we provide full, one year "peace of mind" warranties on all our products. All our equipment goes through a strenuous 10-point check to ensure all hardware is up to our high-quality standards. If any equipment does not perform to your satisfaction, we will ship you a replacement to swap out and you can use the packaging materials to return the faulty equipment.

## Customer Quote

*For us, purchasing from Enlivened Tech was a no-brainer. It slashed our equipment costs, and our employees got the open-box experience with machines that looked like new. The biggest selling-point for us was getting the exact same warranty as a brand-new machine.*



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