

ProSource Success

The All-Star Deployment Team!

The Challenge

Conoco is a major, integrated energy company active in more than 40 countries. As Conoco became a more increasingly global company, the need to have consistent, common and high-quality Information Technology Services around the world became more critical to their business success. CSC, Conoco's Information Technology Outsourcing Firm, and the company responsible for Conoco's IT Infrastructure, saw the demand for global compatibility of Conoco's IT technologies and services. Conoco needed a single point of network management and common operating environment to standardize all users' software and hardware. When CSC/Conoco planned their migration project, they contracted the Technical ProSource Migration Solutions Team. They knew they could count on Technical ProSource for this critical project, because Technical ProSource had been providing quality resources to Conoco for the previous six years.

"We have always been pleased with the services provided by Technical ProSource. They are responsive, offer quality resources and work to achieve the highest level of technical proficiency. Technical ProSource can serve as the model to other staffing firms." P. Roberts, Conoco Senior Supervisor

The Deployment Steps

Step 1) Thorough communication with business units to develop implementation logistics. Step 2) Information and data gathering, asset and application identification. Step 3) User account and group membership administration, asset tracking, problem identification and resolution, and user data backup. Step 4) Installation of new Operating System, testing, and reinstallation of applications customized to each user/business unit. Step 5) Immediate and thorough user support.

The Technical ProSource team consisted of a highly motivated and dedicated staff with expertise in problem identification/resolution and strategy development. "They were a resourceful, adaptive and a results oriented team with a cohesive set of skills." The team's first challenge was migrating the Conoco Leadership Corp. (which included the CEO, CFO, CIO and Conoco Executives). This success set the ground work for the Conoco migration worldwide.

Another Satisfied Customer

The Technical ProSource team successfully completed the Windows 2000 deployment. The actual deployment took approximately 7 months. The team worked on 10 sites in the South and Southwest, which benefited over 3,500 users. To date the Technical ProSource team at CSC/Conoco has received over 32 bonus awards for their expert and dedicated services. Here are just a few of the comments:

"I was rolled last night. They came and got the PC at 4 p.m., returned it at 6:30 a.m. the next morning, and I was up and running with zero problems. Good job by all!"

"I used to do rollouts – I've never seen one go by so smoothly as this one. Kudos to the team for excellent planning and execution."

"You have a satisfied customer. Just wanted to pass along my thanks for the smooth upgrade/roll. And, thanks to the team that did such a nice job of migrating everything. No hiccups so far. Please pass along my thanks to the Technical ProSource team."

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