



## IT Outsourcer – Deployment

### CUSTOMER BACKGROUND

One of the largest IT services companies in India

### CUSTOMER CHALLENGE

The end customer was one of the largest OEM’s that wanted to deploy their new HD video teleconferencing product. The challenge was to work with the outsourcer to provide a partner solution to deliver global installations of the new product as the we’re sold.

### INTRICATE’S SOLUTION

- Project planning & management
- Development of US & International installations schedule
- Negotiated within our partner network to guarantee installation coverage for required geographies
- Coordinated travel for our resources to perform installations
- Day-One Support

### CUSTOMER RESULTS

- Streamlined installation process for all parties involved
- Guaranteed coverage in required geographies

## About Intricate Inc.

*Intricate is an IT service delivery organization committed to providing measurable results and value. Our services are offered on a global scale to ensure we meet the challenges and demands of our clients. Intricate offers a unique advantage to our clients in our service delivery model, our industry insights, differentiated services, and flexible partnering models. We consistently help our clients reduce IT operating costs.*



## Intricate Overview

### Company Stats

- Founded 2004
- Privately Owned
- Headquartered Dallas, TX

### Services Portfolio

- IT Service Management
- Centralized Support
- Projects

### Verticals Supported

- BFSI
- Retail
- Healthcare
- Hospitality
- Entertainment
- Manufacturing
- High Tech
- Energy
- Transportation