



Technical Expertise. Tangible Results.



SUCCESS PROFILE

CITY OF PHILADELPHIA SUCCESS PROFILE

City of Philadelphia, Dell, and PCN partner to deploy essential technology infrastructure that improves the City’s productivity and delivery of services to citizens.

CHALLENGE

Dell, a long-time supplier of PC Hardware and Support Services for the City of Philadelphia, needed a local Minority- or Women-owned Business Enterprise (M/WBE) partner to deliver these services. The partner had to be able to provide logistics and project management, as well as meet a variety of agency service expectations and requirements. Dell specifically identified low turnover in technical resources and proactive project coordination as key partner success criteria.



SOLUTION

Dell selected PCN because of our track record—our reputation for being reliable and responsive, our ability to scale capacity up and down, and our experience building long-term relationships with government accounts.

During start up, PCN set up a depot at PCN’s Center City headquarters to stage the City’s Dell technology and documented Dell-specific configuration, deployment, and installation processes. PCN trained a dedicated team of high



“The dedicated staff, project management and in-depth technical knowledge leaves us confident our most stringent requirements and tight deadlines will be met. We fully intend to expand our partnership with PCN in Philadelphia.”

– Christa Morrissey, Client Executive for Dell Inc.

HIGHLIGHTS

COLLABORATOR:

Dell



CUSTOMER:

City of Philadelphia

INDUSTRY:

Government

PCN OFFERING:

Managed Logistics, Desktop Support Services, End User Enablement, Project Management, Staff Augmentation, Custom Project Resources

CHALLENGE:

The City of Philadelphia looked to Dell to deploy Dell technology throughout the City using diverse and local vendors. Dell selected PCN as its partner to service the City.

SOLUTION:

PCN, a Philadelphia-based Woman-owned Business Enterprise, deploys Dell technology and delivers related projects and services, including; logistics, desktop refreshes, project management and systems engineering work, to a variety of City agencies and offices.

RESULT:

A long term mutually beneficial relationship. Deployments are completed on schedule and with excellent customer service, enabling internal agency IT teams to focus on less routine, higher priority end user service requests.



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performing technicians on these processes to support the logistics, warehousing, staging and transport of hardware. At sites throughout the City, these teams efficiently perform installations and de-installations, including field imaging, application loading, disk wipe, and asset tracking services. In addition to the core team of permanent resources, PCN has trained a larger group of bench resources on the Dell processes in order to swiftly augment the team when more capacity is needed. PCN is now expanding our services to project manage other joint deployments with Dell and various City agencies.

Since May 2011, PCN has successfully provided a range of solutions and services such as managed logistics/installation, desktop refreshes, project management, and systems engineering work. City agencies served include:

- City of Philadelphia Department of Parks and Recreation
- City of Philadelphia District Attorney's Office
- City of Philadelphia Law Department
- City of Philadelphia Department of Human Services
- City of Philadelphia Police Department
- City of Philadelphia Department of Public Health
- City of Philadelphia Prisons
- City of Philadelphia Sheriff's Office
- SEPTA
- Philadelphia Housing Authority

RESULTS

Dell and the City have benefited from consistent interaction with PCN's dedicated and responsive project managers and field implementation teams. Deployments run smoothly thanks to PCN's commitment to provide effective project management and PCN's low turnover rate, which has resulted in stable teams of technicians with experience deploying Dell technology for the City.

City of Philadelphia employees have updated technology with improved functionality, which enables them to better serve the public. City IT departments have a consistently professional experience with PCN scheduling and supporting their technology refresh projects and by procuring full-service bundled packages, executed quickly and flawlessly by PCN, the city's internal IT staff are free to focus on their core responsibilities.

"The City of Philadelphia is pleased with the performance of the PCN team. Working with such a customer focused and strategic partner has allowed the team to tend to other value added tasks, while removing any reservations about working with an outside team."
– **Christa Morrissey**,
Client Executive
for Dell Inc.

ABOUT PCN

PC Network Inc. (PCN) is a customer-focused technology infrastructure services company. We are global leaders in DNS, DHCP, and IP Address Management - a service foundational to managing the explosive growth and security of wireless and IP-enabled devices - and deliver a portfolio of infrastructure lifecycle management and staffing services. Collaborating closely with our customers and partners, we deliver technical expertise and tangible results.