

## CASE STUDY

# Partnerships With a Purpose: Delivering Scalable Solutions to Solve Critical Business Needs.

## The Client

A multibillion-dollar, Fortune100 company that specializes in global aerospace, defense, security, and advanced technologies.

## The Situation

The Client needed to procure, deliver, and deploy more than 10,000 desktop computers annually across multiple states, facilities, and various business units. Additionally, The Client needed to provide 24x7 Tier 1 Help Desk call center and Tier 2 Deskside support services across the enterprise.

## The Challenge

The Client's hyper-specific objectives required a unique team of experts who could:

- Deliver more than 10,000 desktops and laptops annually
- Procure, receive, unbox, image, and set up the new computers quickly and securely
- Break down and decommission retired hardware assets
- Equip the new computers with reliable data protection and cybersecurity features
- Provide ad hoc IT services (system fixes, updates, support, etc.)
- Adhere to The Client's strict business area standards, policies, and procedures
- Scale service efforts seamlessly

## The Solution

To meet its unique objectives, Acara teamed up with COLAMCO—a premiere provider of computers, computer parts, components, printers, tablets, and more—to deliver a scalable solution designed for maximum effectiveness and cost avoidance. An industry leader, COLAMCO is a certified small, minority business, and is also an HP- and Dell-certified reseller. Acara sourced and staffed a workforce of highly qualified employees who executed the largescale deployment initiative, and COLAMCO procured and distributed the required technology.



Deliver 10,000+ desktop computers, and provide 24x7 support services



Equip computers with data protection and cybersecurity features



Sourced and staffed a highly qualified workforce

# Partnerships with a Purpose

The two companies worked together to schedule deliveries, receive shipments, deploy new technology, and retire old hardware.

## Deployment activities included:

- Pre-site surveys
- Unboxing and setup
- Cabling, imaging, and configuration
- User acceptance testing
- Uploading inventory databases
- Pre-sales engineering consulting
- Corporate standards alignment
- Global supply chain optimization
- Cost and price validation
- Storing and staging of assets

## The Result

Together, the companies provided support that focused on the implementation of desktop hardware solutions, supplementary mobile technologies, and advanced resources—all of which satisfied The Client's complex or high-risk requirements, financial goals, and labor composition strategies. The solution between Acara and COLAMCO enables The Client to refresh their hardware at any time they choose, minimizing operational disruptions and increasing service flexibility.

## Specifically, the collective support model provided The Client:

- Tier 1 call center support and Tier 2 desk side support
- Hardware and software break/fixes and installation
- IT device and peripheral deployment and installation refresh
- Reimaging
- PC, workstation, peripheral, and other IT hardware moves
- Network connection support
- Asset tagging and inventory management
- Data migration and memory upgrades
- Disk sanitation and hard drive removals/replacements
- Mobile device support
- User walkup and help desk operational support

## The Conclusion

The partnership between Acara and COLAMCO delivered significant results—successfully facilitating over 40,000 hardware deployments to date. Through the duration of our partnership, Acara and COLAMCO are on pace to execute over 50,000 technology deployments. Additionally, this solution drove significant cost avoidance, enhanced delivery schedules, and provided complete transparency into The Client's expenditure on the required hardware and maintenance.



Provided support that satisfied Client's requirements, financial goals, and labor strategies.



Exceeded customer expectations by executing 40,000+ technology deployments to date and providing ongoing maintenance services.

