

Large System Upgrades Scaled to Military Requirements



Federal



Project Management



Windows & DoD Security Clearance

BACKSTORY

For any technology user, upgrading hardware and software to an updated operating system is important for preventing security issues and improving usability. For the military, it's mission critical. Our client, a large system integrator in support of a military organization, needed to upgrade thousands of end user machines across more than 100 U.S. bases before their original systems sunsetted.

SOLUTION

With a small timeframe to build high-performing teams of cleared IT professionals, the client needed a partner with experience in the federal sector, as well as large-scale field operations. Understanding the project's urgency and security requirements, TSG delivered a scalable process to provide remote and on-site upgrades and user data migrations, enabling the successful nationwide migration of more than 7,000 military users.

TSG MANAGED SOLUTIONS

● Solution Development

TSG's detailed solutioning allowed the client to upgrade end user machines across geographically diverse military bases while safeguarding classified national security information.

● Building & Scaling Teams

TSG rapidly built teams of cleared IT professionals with CompTIA certifications and DoD security clearances, scaling the original team to meet growing requirements.

● Service Delivery

Providing team leadership to manage and report daily activities related to the upgrade, TSG ensured the project was delivered on time and within budget.

Project Outcomes

- ✓ TSG developed a migration plan, owned the installation of the machine upgrades, and provided escalation support.
- ✓ Supporting more than 7,000 users across 150 sites nationwide, TSG deployed over 140 consultants on an urgent basis as the client's outdated technology sunsetted.
- ✓ As the project grew, TSG's Service Delivery team built upgrade teams within short timeframes that met the necessary security and clearance requirements.