Reducing Refresh Times and Improving User Experience Through Streamlined IT Services

Case Study: **IT Professional Services**

A real-world success story showcasing practical insights and proven TSP strategies to solve complex IT challenges, streamline operations, and drive measurable outcomes through our innovative technology solutions.

OUR PRODUCT IS OUR PEOPLE

A LEADING GLOBAL MAKER OF ANALOG AND EMBEDDED CHIPS

HEADQUARTERS	ANNUAL REVENUE	EMPLOYEES	CUSTOMERS
Dallas, TX	$15,640,000,000	34,000	100,000

Our customer is a global semiconductor leader known for designing and manufacturing analog and embedded processing chips that power the world's most advanced electronics.
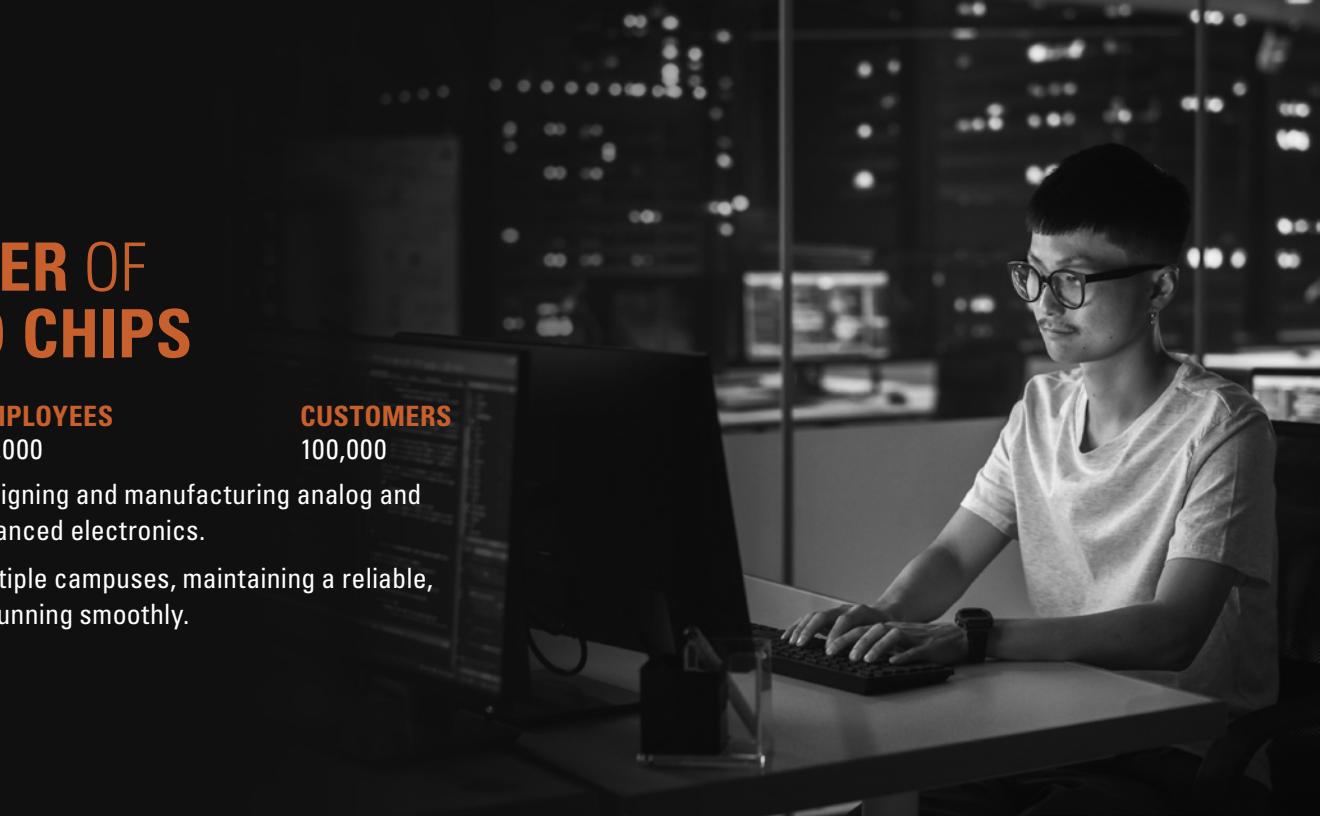
With tens of thousands of employees and devices across multiple campuses, maintaining a reliable, efficient IT infrastructure is essential to keeping operations running smoothly.

KEY OBSTACLES

ACCELERATING DEVICE REFRESH TO CLEAR BACKLOGS AND MAXIMIZE WARRANTY VALUE POST-COVID

Coming out of the COVID-19 lockdown, our customer faced a growing backlog of systems waiting for refresh. Many devices had been sitting idle in inventory, and their manufacturer warranties were expiring unused. Our customer needed a way to refresh multiple systems quickly and efficiently to get them back into the hands of users.

Previously, the refresh process worked reliably but took an entire day or more per device to complete. With multiple refreshes scheduled daily, this timeline created a logistical bottleneck and limited how many devices could be processed each week. Our customer needed a faster, more automated solution to reduce refresh times, eliminate the backlog, and maximize warranty utilization, all without sacrificing data integrity or user satisfaction.

AUTOMATED SOLUTION STREAMLINES AND ACCELERATES DATA MIGRATION

To address these challenges, TSP deployed a customized automation solution using trusted third-party software designed to streamline and accelerate data migration. By integrating this tool into our customer's existing workflow, TSP was able to:

- Automate the backup and restore process
- Reduce manual intervention and human error
- Enhance data integrity and transfer reliability
- Cut refresh times from over a day to just 2-4 hours, on average

This automated process not only improved efficiency but also standardized refresh operations across our customer's IT environment, creating consistency, predictability, and scalability.

TSP TRANSFORMS PC REFRESH WITH AUTOMATION, SPEED, AND PRECISION

Through automation and innovation, TSP helped our customer modernize its PC refresh process, turning an outdated, time-consuming workflow into a fast, reliable, and user-friendly operation. By combining expertise, technology, and white-glove service, TSP delivered measurable gains in speed, accuracy, and satisfaction, reinforcing its role as a trusted IT partner to one of the world's leading technology companies.

- **75% Reduction in Refresh Time:** Average device migration time dropped from 8+ hours to under 4.
- **Improved Data Reliability:** The new automated process significantly reduced the frequency and severity of data transfer errors, resulting in more consistent, dependable migrations overall.
- **Improved End-User Experience:** Employees returned to full productivity the same day, rather than waiting multiple days for a complete refresh.
- **Enhanced IT Efficiency:** Freed IT personnel from repetitive tasks, allowing focus on higher-value initiatives and support.
- **Reduced Risk and Cost:** Automation minimized manual errors, data loss, and associated rework costs.

TSP is award-winning, customer-endorsed, and minority-owned.
We provide custom, flexible, and flawlessly executed IT services
and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money.
We're driven by integrity — we do what we say we will do — exceeding expectations.
Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.

PHONE
866.484.6881

WEB
mytsp.net

HQ
1850 North Greenville Ave., Ste 157
Richardson, TX 75081