

The Value SmartSource Provides to Clients

Since 1996, SmartSource has enabled IT solution providers and OEMs to solve customer IT challenges more easily by providing access to a large pool of highly-qualified IT professionals with diverse skills. Throughout the US, Canada and across the globe, SmartSource offers a range of resources to provide a wide variety of technical staffing and IT-centric solutions.

SmartSource has been a tier-one partner for many of its IT solution provider clients for over 20 years, with many relationships lasting well beyond 10+ years. The company provides support to over 110 solution providers from the CRN VAR 500 with technical resources for nationwide and international multi-site rollouts as well as upgrades of servers, desktops, printers and other various electronics. SmartSource utilizes an internal Project Management Team with access to over 4,000 W-2 technical resources in the US and over 12,000 technical resources internationally. The on-staff SmartSource project team works closely with client managers to coordinate the logistics, scheduling and execution of projects. SmartSource also provides end-to-end support to manage the technical resources, documenting the deliverables, and coordinating the on-site resources as well as other services as needed to ensure project success.

A SmartSource Customer Testimonial: Connection

SmartSource is a tier-one partner for Connection (NASDAQ: CNXN), a Fortune 1000 national technology solutions provider that connects people with technology to enhance growth, elevate productivity and empower innovation. SmartSource provides Connection with technical resources for nationwide, multi-site deployments of hardware, software, and lifecycle solutions. Eric Keating, Connection Senior Vice President of the Solutions and Services division, has collaborated with SmartSource for several years.

"SmartSource takes care of scheduling their technicians and works directly with our delivery teams to manage their on-site technical resources," says Keating. "They work to ensure the right resources are on site to fulfill our commitments. We also appreciate that SmartSource provides W2 resources—full-time employees for whom they process payroll taxes and provide full benefits. Compared with engaging independent contractors, having full-time SmartSource resources available offers another level of reliability and greatly improves our ability to coordinate projects."

The SmartSource Project Management Organization collaborates with client project managers to ensure the right number of resources with the right skills are in the right place at the right time. This is key as many technology solutions that solution providers design and deliver require onsite visits to hundreds of customer locations—such as bank branches, retail stores and insurance agent offices. Although each project typically involves sites located in major cities, customer sites are often located in remote areas where the available technical resources are limited. Finding local resources to service those sites thus presents a major challenge. Scheduling resources to travel to those sites from far away adds significant project costs.



Systems Conversion

As a solution provider's customer made a last-minute decision to proceed on the installation of new computer hardware at 60 locations, SmartSource provided desktop-level professionals with just 24-hours' notice.

- Industry: Telecom
- Duration: 1 day
- Number of Technical Resources: 60
- Types of Technical Resources: Mid-Level
- Types of Technologies Deployed: Desktops/Laptops/Software
- Number of Customer Sites: 60
- Geographic Spread: Nationwide

SmartSource recruiters worked off-hours to assure all sites were filled and to meet the solution provider's SLA commitment to its customer. By securing a sufficient number of technical resources in a very short amount of time, SmartSource enabled the solution provider to show its customer that no challenge is too big.

Hardware Refresh

SmartSource assigned various levels of professionals to this project for a solution provider based on the size of each of its customer's sites. New computers and related hardware were installed at 150+ locations, with each location completed overnight.

- Industry: Food (grocery stores)
- Duration: 4 months
- Number of Technical Resources: 7
- Types of Technical Resources: Mid-Level
- Types of Technologies: Desktops/Servers/Software
- Number of Customer Sites: 150+
- Geographic Spread: Nationwide

In addition to procuring technical resources to work overnight across a sporadic schedule, SmartSource retained the same talent to travel to remote areas. This was important for the solution provider as the customer insisted on having the same resources work the duration of the project at all the sites.

Printer Conversion

For a nationwide solution provider, SmartSource installed new printers at 750 locations nationally in a four-month span on a schedule that changed daily—with short time windows for the deployments at each site in the early mornings and early afternoons.

- Industry: Retail
- Duration: 4 months
- Number of Technical Resources: 275
- Types of Technical Resources: Mid/Low Level
- Types of Technologies: Printers
- Number of Customer Sites: 750
- Geographic Spread: Nationwide



SmartSource recruited resources from across the US to travel to the 750 sites, many in remote areas. This enabled the solution provider to show its customer that no matter the size of the project or where the project resides, the company can overcome the challenges.

SmartSource

Technical Solutions

International Asset Disposal Project

- 25 locations/18 countries in Europe, UK, Asia, North America and South America.
- Handled de-installation, onsite packing, shipping, customs documentation, equipment return, data security and electronics disposal.
- Managed end-to-end solution including single-point-contact for project management, scheduling and reporting along with global coordination.
- Met client-specified timelines consistently.
- Provided follow-up technical support with the ability to support over 196 countries.
- Coordinated third-party logistics for over 750 locations worldwide.
- Processed asset disposal utilizing a network of over 49 locations across EMEA, ASIAPAC and the Americas.
- Coordinated international services when required.

Mobile Broadband and Wireless Project

- Completed 2,500 wireless site surveys throughout North America.
- Installed Cradlepoint wireless network routers.
- Handled fleet installs for major retailers, large financial institutions, coffee houses, residential customers and police departments.
- Delivered proprietary wireless site survey kit and customized site survey portal.
- Provided detailed site survey reports to compare signal strengths of major carriers such as AT&T, Verizon and Sprint.
- Installed antennas, cable runs, routers and modems.
- Installed antennas on hundreds of vehicles including 18-wheelers, school buses, police cars, tool trucks, minivans and SUVs.
- Provided single point-of-contact at a national level.
- Allocated dedicated help desk and project management teams.
- Offered same-day turn around on pricing requests.

Break-Fix Onsite Repair for a National Bank

- Completed 200 service calls per week using 30 professionals per day at locations across the country.
- Included installation of new equipment and repair of existing equipment—desktops, laptops, printers and servers.

Hardware Conversion

- Installed hardware at new branch offices.
- Converted existing branch offices that came onboard following a merger.
- Provided professionals on a schedule that changed daily, with four-hour and overnight response as required.

PC Refresh

- Provided A+ level professionals to deploy new computers and related equipment as well as data conversions at more than 1,000 locations.
- Scheduled between 30 and 200 professionals each day, based on the changing needs of the project.



Server Refresh

- Assigned various levels of professionals based on the size of each customer site.
- Installed new servers at more than 300 sites.

Server/Router Conversion

- Delivered support to 800 sites across the US.
- Procured network engineers with in-depth experience in changing IP addresses, configuring routers and resetting servers.

Bank Installation and Conversion

- Directed four-month project involving three separate onsite visits.
- Covered more than 700 branch offices across the country, including remote areas.
- Installed pre-configured Cisco routers at each branch, applied printer IP address changes, and delivered post-deployment support.

Bank Software Conversion

- Managed six-month project providing field technicians to complete large-scale bank conversion at 1,000 branches across the US.
- Handled logistics of a three-phase project taking place on three weekends and involving 3,000 technical resources.

Financial Services Server Conversion

- Coordinated five-month server conversion project, providing 30 technical resource project leaders across the US.
- Covered ten states and 2,000 locations.

For all client engagements, SmartSource stands behind the staff we provide. In the United States, our technicians are W2 employees, fully-insured and bonded. We also have long-standing relationships with some of the top providers of IT services worldwide. Let us help you with your technical staffing and IT solutions needs for your clients.

Contact SmartSource today at www.smartsource-inc.com/contact/ to see how we can help you solve your customers' most pressing IT challenges, or visit us at www.smartsource-inc.com for more information.

