

GTS has successfully implemented IT infrastructure consulting initiatives both as a managed project and as a blended staffing model consisting of Client and GTS resources. Our project-based IT Infrastructure Solutions are designed to ensure a timely evolution of our Client's end-user computing and application platforms. GTS will manage the design, implementation and post-rollout testing to make certain there are no operational disruptions to our Client's business and technology environment, while also providing functional expertise specific to our Client's industry.

Our project-based IT Infrastructure Solutions are organized into the following areas:

1. [PC/Desktop Technology Lifecycle Services](#)
2. [Desktop & Network Technology Migration Services](#)
3. [Service Desk On-Site Staffing & Outsourcing](#)

## CASE STUDIES

GTS entered into a staff augmentation partnership with an airline to staff their customer service desk. In this partnership, GTS provided approximately 75% of the contract professionals and the Client provided the remaining 25% along with all leadership and management. This multi-year engagement included approximately 25 GTS Service Desk staff.

GTS partnered with a retail services organization to expand their LAN/WAN team with GTS consultants. Our ability to be flexible allowed the Client to respond to their fluctuating staffing needs while also giving them a contract-to-hire conversion option. To date, the company has hired more than 10 GTS professionals across all areas of LAN/WAN, including UNIX, Wintel, Cisco and storage platforms.

GTS provided a collection of three team leaders, a project manager and approximately 5 to 15 contract professionals for this initiative. It was GTS' responsibility to prepare desktop computers, printers and any other technical devices to be moved from one location to another. This included breaking down and setting up the user's equipment and verifying connectivity.

GTS engaged in a staff augmentation partnership whereby the Network Operations Center was comprised of 60% GTS contract professionals and 40% internal customer employees, all of whom were monitoring and troubleshooting network outages cross the enterprise. GTS' team varied in size from 4 to 16 and was engaged for approximately 18 months.

## TESTIMONIAL

“ I have used the services of GTS since 2008 and I consider them to be one of my professional partners. The GTS team has consistently provided highly technical, responsible, and dependable Infrastructure resources for multiple positions. They focus not only on the relationship with their customer but also with the consultant to ensure both sides are aligned, which is crucial for any engagement. I would personally recommend GTS to any company looking for knowledgeable Infrastructure resources and a great customer experience. ”

Vice President, Technology & Operations, Financial Institution