



Partner Success

Professional services are just the medicine


CISCO
Distributor

Westcon  Comstor | Services

Project management and professional services for global pharmaceutical company

The challenge

Global pharmaceutical company needed a LAN refresh and IP telephony migration programme at 86 sites spread across the globe.

Budget had been set aside, and there was a risk of losing the funding if it was not spent in a certain time frame. As a result, it needed to optimise its resources and head count to maintain service levels for existing customers and attract new customers.

Delays would impact the business benefits of the technology upgrade and transformation.

There was a lack of in-house project management skills to deliver the services and the customer wanted to avoid separate suppliers for different aspects of the project.



Solution

Our project management services included site surveys, BoM (Bill of Materials), ordering CPE kit and liaising with the partner's design team.

We conducted offsite staging and hardware provisioning from our logistics centres before shipping to site for onsite implementation and final testing, and transfer to the customer's support platform.



The result

By outsourcing the project management to Westcon-Comstor, our partner could propose additional value-add services to the end customer by integrating our supply chain and logistics as well as professional services.

Complexity for our partner was removed, and the lead-to-cash time was reduced, helping our partner to generate additional revenue before the end of their financial year-end.

