



SOURCE SUPPORT SERVICES PROVIDES CRITICAL SKILLS AND SERVICES IN LABORATORY SOFTWARE UPGRADE PROJECT

CASE STUDY

WORLD VIEW

Of all computer users worldwide using Windows for an operating system, only 2.81% of them were using Windows 7 (according to [StatCounter](#)). Microsoft ended its support for Windows 7 in 2020 and hasn't provided security updates for it since at least 2022. Windows 10, by contrast, had a 69.8% share; it's far and away the most commonly used version of the operating system. As older operating systems stop receiving live services, they become harder if not impossible to use. They also become increasingly vulnerable to cyberattacks because they aren't receiving regular security updates.

CHALLENGE

For these reasons, and to ensure the integrity of its IT infrastructure, a global leader in the clinical chemistry & diagnostic space (OEM) needed to issue a service update. After evaluating thousands of systems in laboratories across the United States, they concluded that in order to meet both their customers and their own quality and compliance standards, the laboratory workstations needed to be upgraded from Windows 7 to 10. This upgrade would not only help maintain the security of their IT infrastructure but also increase the OEM's remote capabilities, and their end-users' diagnostic capabilities.

This project posed some unique challenges to the OEM's internal service organization. This project was timebound, meaning it would have forced several of the OEM's teams to drop their current tasks to attend to this upgrade. On top of that, there were time-consuming administrative tasks involved with coordinating the upgrade for each end user. Finally, in order to perform the upgrade, the OEM wanted to augment their field service team with a series of key IT-related skills to reach the quantities needed to complete all the migrations by the set deadline. To help solve all of these challenges, the OEM sought the assistance of an outside service partner.

SOLUTION

After a thorough review, the OEM chose to partner with Source Support Services (Source). The OEM's leadership team especially appreciated Source's capabilities in four areas:



Efficiency and Speed

In order to complete this migration project by the deadline, there were a series of administrative tasks that needed to be completed. Source's Project Planners were able to coordinate with the OEM's project team to efficiently contact the lab to inform them of the migration, have a call with the OEM and others to schedule the on-site and order and ship the new system to the end user. Source was able to take on the scheduling and coordination tasks, greatly reducing the time it took to coordinate the on-site and the proceeding events.



Scale

Source was able to quickly train and utilize its local certified FE's across its North American network to deliver the tasks listed above, ahead of the OEM's projected timeline. Because of these results, the OEM expanded the scope of Source's involvement in the project. This led to Source being responsible for an additional 33% of functional locations on top of what was originally assigned. Source's Project Planning team and expansive FE network were able to scale to match the additional workload, ultimately allowing the entire migration project to be completed within the desired timeline.



Cost Effectiveness

Through project planning and coordination with the OEM, Source was able to calculate the exact resources they needed to complete the project within their defined parameters. By outsourcing, the OEM was able to eliminate the cost burden of adding permanent resources to their service team and not adding to their existing team's workload, ensuring that revenue generating services would not be disrupted.



Quality

Source's FE network had the core IT skills and training needed to complete the on-site events. This allowed for expedited training on the OEM's systems, which not only was completed 100% online through Source Academy but resulted in Source being able to deliver project results in a high quality and efficient manner.

RESULTS

The combined efforts of the OEM and Source contributed to the successful upgrade of over 1,000 eligible systems across the United States. By partnering with Source, the OEM was able to complete this initiative on time and on budget, while meeting and exceeding the project requirements that were set. The OEM also reduced the time spent by its internal team working on this upgrade. This allowed multiple teams within the service organization to prioritize other strategic initiatives and value-add services, only committing time to the migration when needed.

In recognition of the quality of work and appreciation for the strong processes that Source offers, the OEM made Source a preferred outsourced vendor in the United States, a testament to the strong working relationship built between the organizations in a short time frame.

ABOUT SOURCE SUPPORT SERVICES

Source Support Services provides outsourced technical product support services for technical equipment manufacturers across a variety of industries including Enterprise IT, Medical Technologies, Lab Technologies and Industrial Automation. Since 2001, we have executed millions of world-class support interactions globally with localized field engineer and service parts logistics resources. We deliver 24x7 support services, implementation services, and global service parts logistics for mission critical environments in over 120 countries around the globe. Source's disciplined approach to detailed case processes assure outstanding services delivery that is consistent and repeatable around the world. We are teammate driven, customer experience motivated, and fixated on quality, which enables us to streamline support experiences and deliver best-in-class performance every time.

Further information is available at <https://sourcesupport.com/>.