



Deployment Services

Ensuring Smooth Transitions During Technology Deployments

In today's highly competitive business environment, organizations must adapt rapidly to changing market conditions and customer demands in order to remain competitive. Because technology is central to operational processes and workflows, IT teams must be prepared to deliver the right solutions at the right time with the right levels of support. This requires careful planning, efficient logistics and adequate staff to ensure that technology deployments go smoothly with minimal business disruption.

Pivot Technology Solutions offers a comprehensive suite of deployment services to assist organizations with technology implementations. An advanced, platform-powered management model forms the core of these services, which are delivered by more than 8,000 preferred technicians in North America alone.

Our team is highly trained in deployment best practices, and possess technical expertise across a wide range of technology solutions.

We select the most qualified techs based upon project requirements, ensuring that the right skill sets and experience are available at every phase.

Well-defined and repeatable processes help ensure quality and consistency throughout the deployment. At the same time, we are able to adapt our solution to meet specific customer requirements and scale quickly to accommodate large-scale projects spanning multiple locations across the globe.

The Pivot Difference

While many IT solution providers offer deployment services, Pivot is uniquely qualified to handle mission-critical implementation projects:

- **Experience**

Pivot has a proven track record of success providing deployment services to a large base of blue-chip customers with demanding requirements.

- **Value focus**

We provide experienced, highly qualified and quality-driven engineers and technicians at extremely competitive, fair-market prices.

- **Global footprint**

Our advanced, platform-powered management model and well-established relationships enable us to deliver services across the country and around the world.

- **Portal-based engagement**

Pivot's portal makes it easy to initiate new engagements, with guaranteed response within 24 hours of submission of the online form.



Pivot's Deployment Services

Pivot's Unified Services Portfolio includes five service channels that span the full lifecycle of IT assets. The deployment service channel focuses on the implementation of new IT solutions as well as changes to the environment that impact end-users and IT operational teams.

Installations, moves, adds and changes leverage the "smart hands" capabilities of our team of engineers and technicians. Qualified personnel with expertise in the technology to be deployed can "rack and stack" data center servers and network gear, and set up IT and audio/visual equipment at remote locations. These services also encompass data center relocations, PC refresh projects, mobile device and desk phone deployments, and other complex, large-scale deployments.

Our deployment services take into account the "people" aspect of technology implementations, incorporating change management principles to ease the transition. Sound data migration processes help reduce business risk while accelerating the time-to-value of the new solution. We also provide training and day-after support to maximize end-user adoption and satisfaction.

Cabling is an underappreciated component of technology deployments that cannot be left to chance. Whether moving to a new facility, expanding a data center or adding personnel, organizations need a well-designed and manageable cabling plant to support their requirements now and in the future. Pivot employs experienced and certified specialists who understand the industry standards and building code requirements of data and low-voltage cabling. Our team can perform physical site surveys, cabling installations, and cleanup, relocation and removal projects.

Each deployment project is overseen by project managers with expertise in enterprise-scale IT implementations. They develop a comprehensive project plan, coordinate the logistics surrounding the initiative, and provide reporting and documentation.



Why Pivot?

Pivot, through its portfolio companies, designs, sells, integrates and manages IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management. Pivot provides technology services, ranging from the initial needs assessment and design, through procurement and implementation, to on-going support.

Unified Portfolio

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

Solution Disciplines



End User



Network



Data Center



Collaboration

Service Channels



Fulfillment



Professional



Deployment



Workforce



Managed

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