

## CLIENT STORY

# Roadside Assistance Call Center Makes a Fast Transition to Remote Work



## THE CHALLENGE

For many years, this emergency roadside services provider has relied on MicroAge for their call center IT needs. As their workforce continued to grow, refreshing and adding end-user technology for their offices was a regular cadence. In early 2020, MicroAge provided them with Dell seed units for their latest new office, leading them to order the Dell Latitude 5400 laptops with D6000 docking stations that were perfect for their needs—a total of 400 units to be implemented over time.

That was the original plan until news of the novel coronavirus (COVID-19) began to spread, along with the possibility that many organizations would consider a Work From Home (WFH) policy. How do you transition to a remote call center, prepare an immediate WFH strategy, and find the technology to equip your 1000+ employees as inventory dwindles?

## THE SOLUTION

As the call center was deemed an essential business, MicroAge quickly located and ordered 900 more laptops to ensure that their operators could work safely from home. The client did not have the staff in place to image and deploy the large rollout, so MicroAge Services provided onsite technicians to augment their IT team.

In addition to getting the client's remote call center workforce outfitted with their WFH gear, the MicroAge Services team also stayed on to set up the new office so that it would be ready for the time when life gets back to some form of normalcy and employees can return.

## THE BENEFITS

With almost every business transitioning to a connected workforce, lead times and product availability were not looking good. MicroAge immediately contacted the channel-focused team with the Dell Direct team and successfully requested a VP escalation, taking the order up the chain of command at Dell to prioritize it for the manufacturing team.



“Most of the 1,300 laptops were delivered within a week and a half in the middle of a global pandemic thanks to our partnership with Dell.”



Even with complex logistics issues, Dell expedited an entire semi-truck full of gear overnight to the client *twice* so they could resume their emergency road services.



Keeping your workforce and customers connected is more important than ever. MicroAge is here to help. [Call us at 800-544-8877](tel:800-544-8877) or visit [microage.com](https://microage.com)