



Digital Infrastructure Support Services

Major Housing Authority in a Northeast City

OVERVIEW

This northeastern housing authority undertook an extensive transformational project which would rehabilitate current buildings as well as construct new housing. This was all part of the authority's endeavor to assure that all NYCHA residents would have quality housing for years to come. Stellar was tasked with providing Support Field and On-Demand IT services, which the team delivered through Tier 2 User Support and other services across the city.

APPROACH

The Stellar team, which consists of a Project Manager and multiple Technicians, coordinated with the housing authority's IT Managers to ensure that all responsibilities were clearly distributed among the different roles to guarantee efficiency and accuracy on the project. The PM supervised Stellar field technicians, managed all reports and invoices, as well as created tasks orders, schedules, and plans. The lead technicians guided on-site technicians, ensured tickets were closed out, and assisted their IT department with any additional needs. The technicians ran the housing authority's equipment inventory inspection, assisted in imaging processes, and supported leads in onsite deployment and troubleshooting. Finally, the warehouse team securely handled the equipment, disposed of legacy equipment, and provided off-site imaging services.

SOLUTION

Stellar was able to provide a multitude of IT services to support this housing authority's Module 2 project. The Stellar Technicians assumed a full range of responsibilities over the equipment, from providing secure warehousing, to deploying computers and printers to housing, to troubleshooting defective parts, and finally to disposing of legacy hardware. In addition, the team provided Tier 2 user support, implemented a systems management software, and managed all asset inventory. Through the course of this project, the Technicians worked with a variety of software, including Azure SharePoint and Microsoft System Center Configuration Manager.

RESULTS

Stellar's work in this project allowed this housing authority's IT department to reduce the amount of time spent on warehousing, equipment transport, imaging services, Tier 2 user support, hardware deployment, hardware warranty services, hardware disposal, data center relocation, and more across over 250 sites in the city.