



Windows Upgrade Project **CASE STUDY**

A Nationwide Windows Migration and Hardware Refresh
Project for Over 43,000 Devices

THE STAKEHOLDERS



PeopleToGo | Technology Service Provider
Partner | Global Enterprise Technology Provider
End Client | One of Canada's Top Financial Institutions

EVOLVING PARTNERSHIPS

Before the involvement of the global enterprise technology provider, PeopleToGo was delivering services as a subcontractor to another multinational IT firm. However, due to the financial institution's aggressive timelines and the scale of the rollout, the project required a level of rapid mobilization that exceeded the incumbent's technical solution.

With the full support of the previous provider, PeopleToGo approached the new delivery partner directly to offer our assistance. Recognizing PeopleToGo's invaluable experience on the project and ability to scale quickly and deliver under pressure, the provider awarded a significant portion of the business to PeopleToGo. This decision proved pivotal to the project's overall success.

Throughout the transition, PeopleToGo remained a consistent and trusted delivery partner, ensuring continuity and momentum during a critical phase of the project.



THE CHALLENGE

The delivery mandate was clear: execute one of the largest end-user device refreshes in Canada with speed, precision, and minimal disruption to business operations. The initiative demanded a high level of coordination, resourcing, and time sensitivity requiring PeopleToGo to rapidly scale operations from zero to full deployment in just a few days, including:



DEVICE REFRESH

Migrating and refreshing over 43,000 PCs and laptops across corporate and wealth management offices nationwide.



ONSITE SUPPORT

Delivering IMAC (Install, Move, Add, Change) services and deskside support (floorwalking).



AGGRESSIVE TIMELINE

Completing the rollout within five months, requiring day and night shifts, five days a week.



OPERATIONAL SCALABILITY

Quickly scaling teams and logistics nationwide to meet daily deployment targets with no room for delay.

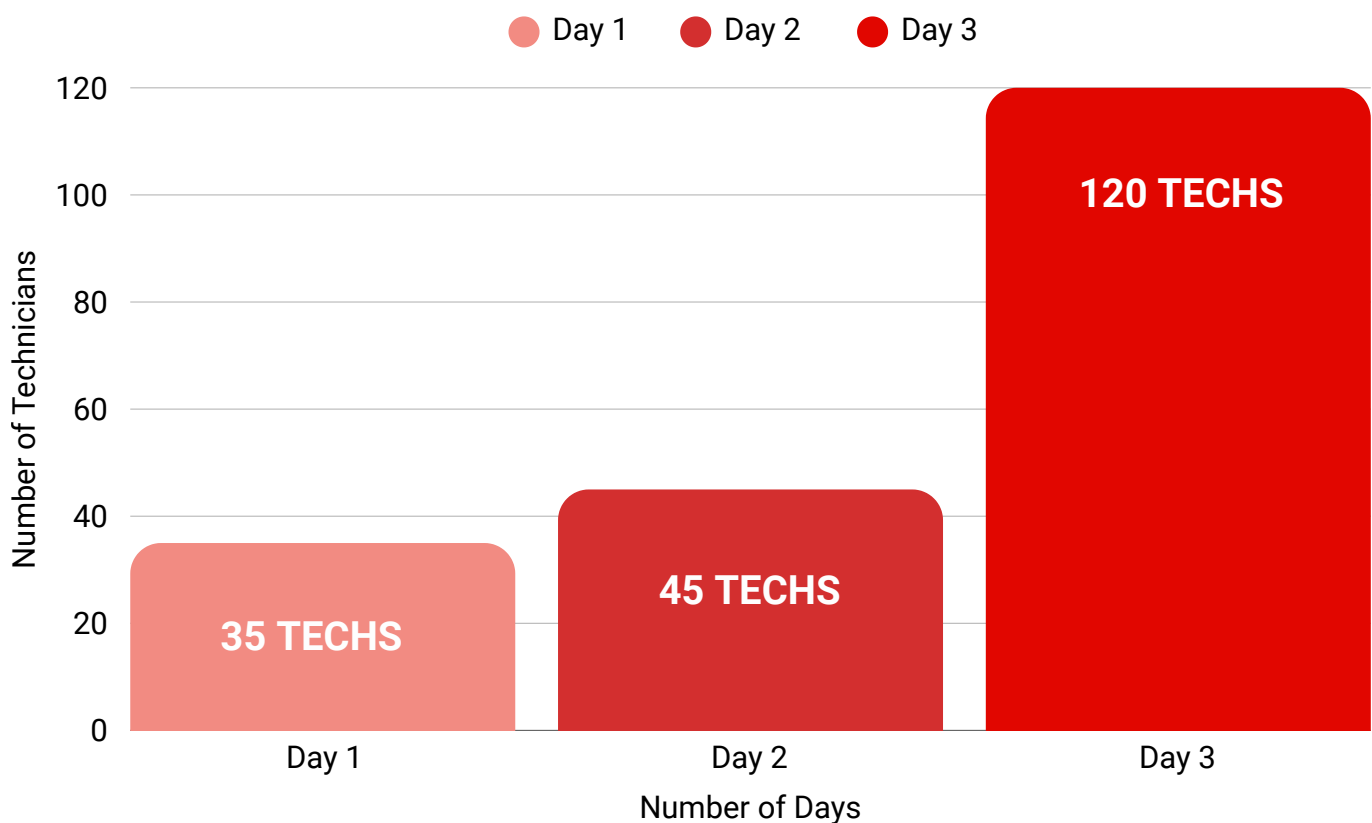


HIGH-SECURITY ENVIRONMENT

Operating in a high-availability, secure setting where flawless execution was critical.

THE RAMP-UP CHALLENGE

Just one week before the project launch, technician requirements changed dramatically over three consecutive days. Anticipating further changes, PeopleToGo proactively secured 120 technicians, exceeding the final request by 10 technicians. This strategic overstaffing ensured flexibility and readiness.



A key enabler of this rapid response was PeopleToGo's investment in building and maintaining a pre-qualified pool of contingency resources, a network of skilled professionals we could quickly draw from and inject into mission-critical engagements. This proactive workforce strategy enabled us to scale with confidence and deliver under pressure, even as project demands evolved in real-time.



EXECUTION STRATEGY & OUTCOME

PeopleToGo delivered a scalable solution tailored to the provider's aggressive timelines and delivery standards. Within four business days, the team ramped up over 120 field technicians, deploying 246 daily across day and night shifts.

Led by PeopleToGo Project Managers, all work was aligned with the provider's protocols and communication standards. Ongoing coordination with stakeholders ensured minimal disruption during migrations and hardware replacements, while executives received white-glove service to protect productivity and confidentiality.

KEY INSIGHTS

**120+ technicians
onboarded in
< 4 business days**

**246 technicians
deployed daily
across shifts**

**White-glove
migration support
for executives**

The project was completed on time and within scope, with over 43,000 devices successfully migrated and refreshed across the financial institution's national footprint. PeopleToGo's ability to rapidly scale and maintain a seamless end-user experience under aggressive timelines earned strong satisfaction from both the global enterprise technology provider and the end client.

**This project was a massive success, demonstrating
PeopleToGo's ability to ramp up and scale quickly while
delivering an incredible customer experience.**



This project showcased PeopleToGo's ability to deliver at scale, under pressure, and with precision. By combining rapid mobilization with a commitment to service excellence, PeopleToGo not only met the client's expectations—they exceeded them, reinforcing their reputation as a go-to partner for large-scale IT deployments and paving the way for future collaborations.