



**Customer**

City of Chicago

**Industry**

Local Government

**Location**

Chicago, Illinois

**Size**

30+ Departments

**IT Service Offerings**

As a subcontractor, CSC provides Hardware Staging and Configuration Services on behalf of Unisys for the City of Chicago.

*“CSC is a trusted partner. Together we have built processes and delivered services that support the overall implementation of desktop deployment services for the City of Chicago.”- Jim Manika, Former Asset Manager, Unisys Corporation*

**Reducing Costs and Increasing Efficiencies for Technology Deployment Projects**

*In 2001, the City of Chicago expressed concerns with the cost of shipping and staging its computer hardware. Desktops and laptops were staged and shipped from a New Jersey-based company resulting in high shipping costs and deployment delays. The City’s Managed IT Services partner, the Unisys Corporation, sought alternative solutions to reduce costs by opting for a local company to perform services.*

**Implementation**

Via a request for proposal (RFP) process, CSC was selected by the Unisys Corporation to serve as the local Hardware Staging and Configuration Center for the City of Chicago. CSC worked closely with Unisys to build-out its staging facility and to establish Standard Operating Procedures (SOPs) for performing the services.

Unisys and the City of Chicago rely on CSC to:

- ◆ Receive, tag and inventory devices
- ◆ Image and deliver units
- ◆ Process online hardware order requests
- ◆ Generate and submit monthly inventory and shipping reports

Today, CSC is considered a valued and trusted Minority/Woman-Owned Business Enterprise (M/WBE) partner to the Unisys Corporation and has proudly served on the contract with Unisys for over 10 years.

**Results**

Selecting CSC as the local partner significantly reduced costs and improved turnaround time for deploying hardware. Orders are generally received, processed and delivered within 1-2 business days.



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