

# Customer Reference

**Customer**

Scottish Prison Service

**Sector**

Central Government

**Location**

20 Sites across Scotland

**Services Provided**

Client Deployment Professional Services

Scottish Prison Service required a trusted and agile supplier to work with their IT Team to successfully deliver their Desktop Refresh Project. Due to the nature of the Scottish Prison Services sites, experience of operating in complex and varied environments with restricted access on-site was paramount. The access restrictions meant meeting the strict establishment deadlines was imperative in delivering the project on time and to budget whilst providing a quality assured, positive customer experience.

Capito provided a co-ordinated deployment service for over 2,200 Desktops and Monitors across all sites over a two month period. The Service included the following elements:

- Secure insured bonded storage of hardware
- Imaging and Asset Tagging of hardware prior to delivery
- On-site installation
- De-installation of legacy hardware
- Secure data wiping
- Recycling of legacy hardware
- Full Asset Reporting of new and legacy equipment
- Project co-ordination

All underpinned by Capito's ISO Accredited Quality, Environmental and Information Security Management Systems.

## Customer Comments

*The flexibility and commitment of the Capito team coupled with excellent logistical expertise was a key factor in achieving a successful outcome to a mission critical project.*

*Brian Sutherland, Deputy Head of Information Systems and Strategy*



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