

Complex Projects Division

In response to the markets growing demand for comprehensive management of more complicated, multi-faceted deployments and installations, Essential created our Complex Projects Division. As the subject matter experts on project management, this division has extensive experience in both small and large projects and engagements. In 2014 alone, Essential completed customized projects at over 15,000 locations across 130 unique accounts.

Our CPD Mission

The mission of Essential's Complex Projects Division is to define and deliver the highest levels of customer satisfaction on time, every time. Our team provides effective operational execution with long-term strategic IT insight. Specialized processes, procedures, and tools are available to the CPD to monitor and measure specific elements of any account. These tools can track performance and archive events so that we can perform root cause analysis and integrate changes into the delivery process before the project is impacted. Essential adheres to the quality management principle of timely communications with all responsible parties. We provide regular status reporting of activities for each program. Joint customer reviews are held on a scheduled basis. These reviews formally communicate status, specific issues, recommended solutions, and a view of planned activities.

Project Management Team

Essential's project management approach allows us to provide quality service that we consider to be a key differentiator of our organization. Our program capabilities have been developed over the last several decades through management of large-scale, complex programs and are primarily based around the principles and standards of the Project Management Institute (PMI).

Essential's project management methodology ensures seamless implementation, adherence to all contracted service levels, and consistency in communication, quality and service delivery.

Special Projects

Leveraging our North American network of Managed WorkForce™ field service technicians and forward stocking locations, Essential uniquely designs support services for the entire enterprise technology lifecycle, from installations and moves through upgrades and end-of life. By working with clients as soon as a need is identified, we carefully map out requirements and solutions that provide the optimal balance of resources and costs. Collaborating with the entire organization, we create a detailed plan and schedule to successfully deliver on-time, within budget, ensuring the highest levels of customer satisfaction.

Win 7 upgrades for multiple large regional grocery and retail chains, a leading nationwide provider of automotive services, and a top North American airline

POS and pin pad upgrades and refresh projects for multiple Fortune 500 nationwide retailers

New Store infalls, including all front and back office POS & network equipment for multiple nationwide retailers and restaurant chains

Wi-Fi installation and cabling of transportation vehicles for various educational facilities

Over 20,000 PC & ATM memory upgrades for a large multinational banking company and a large government agency

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