

# case study



QRX

TECHNOLOGY  
GROUP

FIRST NATIONAL

FINANCIAL LP



## FIRST NATIONAL'S BOLD MOVE TO EMPOWER A DISTRIBUTED WORKFORCE WITH MANAGED PC SERVICES

As one of Canada's top mortgage lenders, First National Financial operates in a fast-paced, compliance-heavy environment where productivity and security are non-negotiable. With a growing team across multiple locations, the need for a scalable, secure, and future-ready PC infrastructure became mission-critical.

To stay ahead of the curve, First National launched a large-scale Managed PC Services rollout, modernizing its IT environment, minimizing downtime, and giving employees the tools they need to work efficiently—anywhere, anytime.



### OBJECTIVES

First National sought to modernize its IT infrastructure by deploying over 1,000 new laptops to its employees nationwide. The objective is to ensure a smooth, efficient rollout that includes receiving bulk shipments, asset tagging, quality testing, and end-of-life device off-boarding. The project aims to improve device lifecycle management, enhance operational efficiency, and reduce downtime, all while maintaining a high level of service continuity across all offices.



### CHALLENGES & SOLUTIONS

Managing a large deployment of over 1,000 new laptops requires seamless logistics, quality control, and efficient asset management. The client needs a reliable partner to handle device reception, individual re-boxing, asset tagging, testing, and secure off-boarding with recycling.

We provided an end-to-end Managed PC Services solution, including thorough device inspection, streamlined logistics, dedicated project management, and responsible device recovery. This ensures a smooth rollout with minimal downtime and maximum operational efficiency.



### KEY BENEFITS

- Scalable Managed PC Services that adapt to First National's evolving business needs.
- Improved asset management and tracking through meticulous tagging and reporting.
- Reduced IT downtime thanks to thorough pre-deployment testing and quality assurance.
- Streamlined device lifecycle management with secure off-boarding and responsible recycling.
- End-to-end support providing operational efficiency and peace of mind.

### CLIENT TESTIMONIAL

"QRX's expertise and proactive approach made this massive rollout seamless. Their end-to-end management—from receiving bulk devices to asset tagging and testing—allowed us to focus on business without IT disruptions. Their commitment to quality and efficiency reflects a trusted partnership that goes beyond traditional print services."

— , IT Services Lead, First National Financial

**STREAMLINE YOUR DEVICE DEPLOYMENT AND MAXIMIZE IT EFFICIENCY WITH EXPERT MANAGED PC SERVICES.**



1.888.738.0819



sales@qrxtech.com



<https://www.qrxtech.com>



QRX Technology Group