

## **Success Story – Apex Computer Systems and Gap, Inc.**

### **Customer Profile**

Gap Inc. is a leading international specialty retailer offering clothing, accessories and personal care products for men, women, children and babies under the Gap, Banana Republic, Old Navy, Forth & Towne and Piperlime brand names. Fiscal 2006 sales were \$15.9 billion. Gap Inc. operates more than 3,100 stores in the United States, the United Kingdom, Canada, France, Ireland and Japan. In addition, Gap Inc. is expanding its international presence with franchise agreements for Gap and Banana Republic in Asia and the Middle East. For more information, please visit [gapinc.com](http://gapinc.com).

### **Business Situation**

This customer had chosen certain OEM as its standard for the desktop and laptops and wanted a single point of contact for service and support. Initially, the customer contracted with its prime IT service provider to support the corporate environment supporting its Business Partners. There were numerous service issues which had affected business partner satisfaction.

### **Solution**

Apex teamed with primary IT Partner to propose Deskside solution providing helpdesk, Deskside, and installation services to approximately 8,000 employees throughout the continental United States. The customer subsequently awarded a ten year \$1.1 billion dollar contract to IT Partner based on the successful implementation and performance of this Deskside services solution.

### **Benefits**

- reduced cost of service and scalability with providing Helpdesk and Deskside support
- utilized existing SBC deskside tools and best practice processes
- seamless transition with supporting SBC end users and business units
- diversity partner key component of Global IT partner deskside solution

### **About Apex Computer Systems Inc.**

Founded in 1983 by C. Philip Chen, Apex Computer Systems provides IT Lifecycle, support services, application development, managed services for Corporate, Mid-Market and Small business clients. The company maintains a national workforce of several hundred employees with the capabilities to plan, design, implement and support all categories of its consulting, infrastructure and lifecycle solutions offerings. Apex helps its client's leverage IT increase productivity, reduce costs and improve customer satisfaction. Apex has clients across a broad spectrum of industries.