



## Success Story – Apex Computer Systems and US Bancorp

### Customer Profile

U.S. Bank is a subsidiary of U.S. Bancorp (NYSE:USB). With \$219 billion in assets, U.S. Bancorp is the 6th largest financial holding company in the United States. The company operates 2,472 banking offices and 4,841 ATMs, and provides a comprehensive line of banking, brokerage, insurance, investment, mortgage, trust and payment services products to consumers, businesses and institutions. US Banks success is directly related to the vitality of the communities they serve which are made up of an increasingly diverse population. Supplier Diversity is a key component in engaging and working with suppliers of small commodity lines to providers of a wide variety of manufactured products and corporate services. Visit U.S. Bancorp on the web at [usbank.com](http://usbank.com).

### Business Situation

US Bank issued RFP in March 2005 to evaluate break-fix and move add change (MAC) suppliers on an enterprise-wide basis. The locations involved include retail and large commercial locations in 24 states. U.S. Bancorp's goal is to develop strategic partnerships with key regional and/or national suppliers in order to best service these markets while meeting U.S. Bancorp's cost savings objectives.

### Solution

Apex Computer Systems worked with Global IT partner to respond to RFP and create solution which addresses US Bancorp's unique business requirements. The solution provided flexibility and specific support components for the Branch, retail and corporate environments. US Bank subsequently awarded five year managed maintenance services contract to Global IT partner to assume overall responsibility for US Bank IT maintenance support. Apex and Global IT partner teamed up support approximately 70,000 devices which include desktops, printers and other peripherals located throughout the United States. Additional services included technology refresh, desktop imaging and proactive maintenance support. Customer Service levels were put in place tailored to US bank business requirements.

Apex receives approximately 1800 service requests per month and has continued to meet or exceed customer service level objectives. Apex Global IT partner has recently acknowledged Apex for implementing and delivering successful solution for US Bank.

### Benefits

- Cost effective solution for providing support across multiple technology platforms
- Single point of contact for all desktop, printer and peripheral service requests
- Service levels tailored to branch, retail and corporate environments
- Diverse supplier utilized for nationwide delivery and support

### 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 service workforce 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.