



Customer Success Story

Accelerating Workplace Modernization for a Top Canadian Bank



Client Snapshot

- A leading North American financial institution
- 60,000+ employees across US and Canada
- Previously manage most workplace engineering and support in-house

The Challenges

The client was facing rising costs and complexity in workplace IT operations. Managing deskside support and IMAC services internally placed a heavy burden on their teams — pulling focus from core banking priorities. They needed a way to modernize workplace support, simplify procurement, and shift operational overhead to a trusted partner.

The Solution

Coreio became the client's strategic IT services partner, delivering end-to-end support across North America — with a focus on transformation, governance, and quality execution:

- Standardized deskside, IMAC, and lifecycle services to support 60,000+ users
- Deployed field services across all sites and for remote employees
- Streamlined IT procurement with OEM-aligned guidance and competitive pricing
- Established governance structures to ensure performance and continuous improvement

Key Outcomes



60% Faster PC Build & Deployment

Boosting employee productivity with faster access to critical tools



71% Cut in Provisioning Time

Accelerated user onboarding and minimized downtime



Reduced IT Procurement Costs

Leveraged OEM partnerships to simplify lifecycle management and reduce spend



30+ Years of Strategic Partnership

Built on deep alignment, service excellence, and cost-efficient execution

