

# Banking Success Story – PC Lifecycle Refresh

## A Secure, On-Schedule Technology Refresh Across the Bank

*Customer – Confidential*

### A Large Bank Modernized Thousands of Endpoints Across Its Branch and Office Network with Help from Barrister

Barrister provided lifecycle refresh services for a large bank, helping it replace aging desktops and laptops across distributed locations while protecting data every step of the way. Barrister managed an ongoing, bank-wide workstation refresh spanning branches and corporate offices — retiring the oldest machines first and scaling from roughly 2,500 endpoints in the first year to a program that ultimately touched more than 12,000 devices.

*“A refresh at our scale wasn’t just a hardware swap — it was thousands of employees who needed to be productive the next morning, and customer data that had to be protected the entire way. Barrister gave us a partner that could handle both.” — Director, End User Computing*

### A lifecycle program, not a one-time project

The bank’s workstation refresh was run as a continuous, priority-driven program: the oldest and least secure machines were replaced first, and the schedule rolled forward as warranties expired and new standards were adopted. Barrister managed the full cycle for each device — discovery and asset validation, data backup, hardware deployment, application and profile restoration, user verification, and secure retirement of the old equipment — so branch and office staff experienced a smooth transition rather than a disruptive cutover.

*“Our people barely felt the change. They logged in the next morning, everything was where they expected it, and they were ready to serve customers.” — Desktop Services Manager*

### Protecting data through a documented chain of custody

In banking, how equipment is handled matters as much as how quickly it is deployed. Barrister imaged and configured new machines to the bank’s secure standard before deployment, backed up and restored user data through a repeatable, verified process, and managed retired equipment under a documented chain of custody — including certified data destruction and asset reporting. Every serial

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number was captured for asset management so the bank always knew what was deployed, where, and what had been securely retired.

*"The chain-of-custody documentation and certified data destruction were non-negotiable for us. Barrister's process stood up to the scrutiny of our security and compliance teams."* —  
Information Security Officer

### Coordinated deployment across a distributed footprint

Refreshing thousands of endpoints across branches and offices without disrupting operations took disciplined coordination. Barrister scheduled deployments around each location's business hours, pre-staged and pre-imaged equipment so on-site time was minimized, and confirmed each user's email, printing, network drives, and line-of-business applications were working before the technician left. Where a location had many machines, Barrister ran backups and deployments in parallel to compress the overall timeline.

### Transparency and shared performance metrics

The program was managed against defined service levels with weekly reporting and shared dashboards, giving the bank clear visibility into machines completed, locations covered, exceptions, and schedule status. A dedicated project manager coordinated waves, logistics, and reporting, and worked with the bank to refine scripts and processes as the program scaled — a continuous-improvement approach that kept the refresh running ahead of schedule.

### Results

Barrister kept the refresh ahead of the bank's schedule while meeting and exceeding expectations for flexibility and responsiveness, delivered certified data destruction and full asset reporting for every retired device, and provided detailed weekly reporting throughout the engagement. As the bank put it, "Thanks as usual — great job."

### A partnership that promotes growth

Barrister's engineers and service professionals are experts at executing large-scale, security-sensitive technology programs across distributed locations, so financial institutions can modernize with confidence. Barrister Support Services are tailored to the specific business needs, challenges, and infrastructure of each customer. With an exceptional Net Promoter Score (NPS) of over 90%, Barrister has the proven track record and customer loyalty required to help position banks for growth and long-term success.