

CASE STUDY

Streamlining Equipment Leasing and Installation at The MCS Group



Overview

The MCS Group, Inc. is a leading provider of comprehensive business services, committed to delivering exceptional solutions to its clients. As part of its operational efficiency strategy, MCS required a seamless transition in their equipment leasing and installation process across their Philadelphia and Chicago offices.



"KDI's handling of our equipment transition was seamless. Their proactive coordination ensured our operations continued without a hitch, and the support from Pete and the team was invaluable. KDI continues to be a trusted partner for The MCS Group, consistently delivering solutions that align with our operational needs and enhance our service delivery."

Kevin Gregory

Operations Manager

Introduction

Organization: The MCS Group, Inc.
Industry: Business Services
Location: Philadelphia, PA
Contact: Kevin Gregory, Operations Manager

Challenge

MCS needed to coordinate the removal of old equipment and installation of new machines across multiple locations, including Philadelphia and Chicago, to ensure uninterrupted operations. Kevin Gregory, Operations Manager at The MCS Group, was concerned about timing to avoid operational downtime.

Solution

KDI, led by Senior Account Manager Pete Rorke, provided a comprehensive solution to manage the transition smoothly:

- End-to-End Coordination: KDI handled all aspects of the equipment transition, including communicating with leasing companies to manage the removal and replacement of machines.
- Synchronization of Equipment Installation: KDI ensured that the new equipment installation in Philadelphia was synced with the removal in Chicago, minimizing any disruption to operations.
- Walkthrough and Technical Support: Pete Rorke planned a walkthrough with Kevin Gregory and a high-volume technician to ensure everything was set up correctly and address any immediate concerns or adjustments needed on site.

Outcome

KDI successfully managed the equipment transition for The MCS Group, resulting in:

- Seamless Transition: The equipment removal and installation were perfectly synchronized, ensuring no downtime for The MCS Group's operations.
- Effective Communication: KDI facilitated clear communication between The MCS Group and the leasing company, ensuring all parties were aligned and aware of the installation timeline.
- Increased Confidence: The proactive approach taken by KDI, including the walkthrough and technical check, provided reassurance and increased confidence in the new equipment's performance and support structure.

Conclusion

The MCS Group benefited from KDI's expertise in efficiently managing equipment transitions. KDI's coordination with leasing companies and smooth installation process ensured uninterrupted operational efficiency for The MCS Group.