

# “Loaner Laptop Program implemented by Orchid Help Desk cuts costs and improves efficiency”

## Business Profile

### OPIC

The Overseas Private Investment Corporation (OPIC) is a U.S. government agency that sells political risk insurance and loans to help U.S. businesses of all sizes invest and compete in more than 150 emerging markets and developing nations worldwide.

### Sector

Federal Government

### Industry

Financial/Insurance

### Profile Summary

Orchid provides a wide variety of Information Technology services to OPIC. Some of these services are:

- Network installation, upgrades, and administration
- Internet/Intranet/Web Development
- Network Security Management
- Help Desk Support
- Programming support (Visual Basic, MS-Access, Delphi)
- Functional and technical support for Oracle Government Financials
- Enterprise Architecture / Strategic Planning
- Database Support (Oracle, SQL, MS-Access)
- Systems Integration and Migration
- Project Management
- Training
- Continuity of Operations Plan (COOP)

“...Thank you and the “Orchid People” for your support and the value of your continuing contributions to OPIC...The Performance Support Center has improved the level and the variety of its services on a measured basis since you assumed contractual responsibility...You are meeting the objectives with creativity and an extraordinary amount of individual attention...You are demonstrating that you can continue to provide professionals with the technical skills in the areas we require...”

- Chief Information Officer, Overseas Private Investment Corporation



OPIC staff have been assigned desktops, however, this staff required the occasional use of laptops for business travel, special projects, and sometimes for vacationing staff. Executive-level staff is issued laptops instead of desktops (and sometimes in addition to desktops), but, issuing laptops to all potential business travelers, etc. would be cost prohibitive for the agency. To address this problem, Orchid suggested and implemented a solution that would eliminate the need to purchase large quantities of laptops and could be easily managed by the Orchid Help Desk.

Orchid’s Help Desk/Technical Support established a “Loaner Laptop” program. A pool of eight (8) laptops was purchased and configured with Windows 98/2000, Microsoft Office Suite, and Dial up Networking as the base configuration. Once the “pool” of laptops was ready, the end-users were alerted and the procedure for reserving a laptop was distributed.

Procedure: End-users submit requests via web form, with at least a three-day notice, that include the date/time required, the date to be returned, and the

functionality required as well as any additional software or hardware requirements (i.e. extra batteries, floppy or CD-Rom Drive). The laptop would be configured and customized to the requestor’s specifications by the “pick-up” time. The requestor would be trained at time of pick-up on how to use the laptop and would be provided a User’s Guide for use while on travel. Once the requestor returned from travel, the laptop would be “cleaned” and prepared for the next traveler. The Help Desk staff configured the laptops and managed scheduling the sign-in and sign-out, which sometimes included following up on delinquent returns.

The Loaner Laptop program is used in the following priority for (1) Business Travelers, (2) Special Projects, and (3) vacationing staff. If the requests exceed the number of laptops in the “pool”, the requests are honored by priority.

This program has been in place and successful for three (3) years. In this time, very few requesters have been denied, business travelers are able to communicate electronically, and the agency has benefited by the cost savings.