

# The Importance of a Hardware Refresh

**SOC 2  
TYPE II  
CERTIFIED**

## Introduction

TSCG (formally known as The Shopping Center Group) is a leading retail real estate advisory firm specializing in tenant and landlord representation, investment sales, property management, and research & analytics services. With a focus on the retail sector, TSCG combines experienced brokerage teams and their extensive local market knowledge with data-driven insights and market intelligence through its proprietary technology platforms, helping clients make strategic real estate decisions. The firm's expertise spans various retail categories including shopping centers, mixed-use developments, and street-level retail, serving retailers, restaurants, developers, investors, and property owners throughout the Eastern United States.

## Challenge

Updating aging hardware is crucial for maintaining optimal performance, security, and compatibility with modern software, ensuring that business operations run smoothly and efficiently.

TSCG recognized the need to upgrade their Windows 10 machines that are approaching End of Support (EOS) which means they no longer receive updates, patches, or technical assistance from the manufacturer.

TSCG needed a reliable and efficient solution to update their hardware without disrupting their daily operations.

## Our Approach

Sourcepass has extensive experience in updating hardware to enhance both security and operational efficiency. By leveraging this expertise, Sourcepass ensures that clients' systems are equipped with the latest technology, reducing vulnerabilities and improving overall performance.

Sourcepass understood the unique needs of TSCG and created a strategic plan to modernize TSCG's infrastructure while avoiding business disruptions.

# Solution

Sourcepass proactively procured 21 new laptops for TSCG to replace the outdated equipment. These laptops are kept at the Sourcepass HQ, ready to set up and deploy as needed. This gave TSCG the flexibility to upgrade using a phased approach. Additionally, Sourcepass:



Conducted a thorough assessment of the client's existing hardware and software requirements. This helped in identifying the specific needs and ensuring that the new laptops would meet the performance and compatibility standards required



Came up with a standardized setup and configuration process for the new laptops that included installing the necessary software, configuring security settings, and ensuring that each laptop was ready for immediate use upon deployment



Sourcepass has been instrumental in helping us update and streamline our hardware refresh program. The process of getting new laptops replaced when we need them is efficient and easy for both IT and our team members.

*- Bryan Chandler, SVP & Managing Director of Technology and Innovation*



# Conclusion

While the project is ongoing, it's off to a great start. With careful planning, Sourcepass has created a system that allows TSCG to transition to the new equipment without disruption.

With the help of Sourcepass and this important hardware refresh, TSCG is setting themselves up with better security, improved performance, and access to the latest features, which collectively enhances overall productivity and user experience.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit [www.sourcepass.com](http://www.sourcepass.com).