

8,000 AIB employees working from anywhere - devices delivered to their doors during a pandemic

The Outcome

AIB, one of Ireland's leading financial institutions with 2.8 million customers, needed to mobilize 8,000 employees for remote work - fast, during a pandemic. Presidio procured, configured, and delivered Microsoft Surface laptops and full digital workspace kits directly to employees' homes across Ireland and the UK, with break/fix support and next-business-day replacement built in from day one.

How They Got There

Presidio assembled complete digital workspace packages - Surface laptops, stands, monitors, docking stations, and keyboards - pre-installed with software and shipped directly to employee homes. A structured break/fix and replacement programme backed the rollout: failed or damaged devices collected, repaired or swapped, and returned within 24 hours. The program ran at national and international scale simultaneously.

Why It Worked

AIB needed a partner with proven logistics capability, international reach, and the ability to move at pace under unprecedented pressure. Presidio had delivered programs of this scale for multinationals before. That track record was the deciding factor. When challenges arose, Presidio stepped up, kept the program on track, and never missed a commitment.

The Situation

AIB, a leading Irish financial services group with over 2.8 million customers, had committed to a major digital transformation of its workforce - enabling employees to work from anywhere. When the COVID-19 pandemic arrived, that initiative went from strategic priority to urgent necessity overnight. With 8,000 employees across Ireland and the UK needing fully equipped, remote-ready digital workspaces as quickly as possible, AIB needed a partner with the procurement scale, logistics capability, and service infrastructure to make it happen.

The Approach

Presidio designed and executed a complete employee mobilization program: sourcing, procuring, and assembling 8,000 Microsoft Surface laptop kits - each pre-installed with software and packaged with stands, monitors, docking stations, and keyboards - and delivering them directly to employee homes across Ireland and the UK. A structured break/fix support programme ran alongside the rollout, with a next-business-day replacement guarantee. The program operated simultaneously across multiple geographies.

The Result

Eight thousand AIB employees gained fully equipped, remote-ready digital workspaces - delivered to their homes, ready to use, with ongoing support in place from day one. AIB maintained uninterrupted service to its 2.8 million customers throughout the mobilization. The program gave the bank the flexible, distributed workforce model its digitalisation strategy required.

"In overall terms, Presidio has very quickly earned our trust through a rapidly accelerated program, where they demonstrated real professionalism and a 'can do' attitude that we really value. Presidio stepped up to the mark, bringing things back on track and always delivered." — Graham Fagan, Group Director of Technology & Operations, AIB

8,000

Digital workspace solutions procured, assembled, and delivered across Ireland and the UK

24 hours

Next-business-day replacement guarantee - with software pre-installed

2.8M

Customers served without interruption throughout the mobilization program