

Global IT Field Services and Office Build-Outs for a Large Private Equity Firm

How Maintech delivered global office build-outs and IT field services for a large private equity firm that had outgrown its internal IT function.



MAINTECH

About the Client

Our client is a large private equity firm with a rapidly expanding international presence. Over two years, the organization's headcount and global office footprint had nearly doubled. The internal IT team was managing as best it could across active projects, deployments, and field service demands, but the business was moving faster than the team could cover.

In this environment, IT is not a back-office function. New office locations need to be operational quickly, workstations need to be configured to exact specifications, and field service needs to be available wherever the firm operates. Delays in any of these areas translate directly into delays for the business.

The Challenge

Leadership had two options. Either hire aggressively to build out an internal IT capability that could match every new location and requirement, or find an external partner with the global infrastructure and operational discipline to cover it all, including the ability to adhere to unique project specifications across multiple international sites.

They decided to find a partner, but the harder problem was finding one that could deliver at that scale.



The Solution

The initial plan began as regional IT support across the United States, with scope expanding from there.

An urgent office build came in from the APAC region with a one-week go-live date. Maintech's first assignment involved complex international logistics, cross-regional coordination, and a hard deadline. It was not a gentle introduction to the account.

The project was delivered on time and to a high standard. That first engagement settled the question leadership had been trying to answer, and it freed the internal IT team from having to travel internationally to handle outages or deployments that were slipping.



New Office Build-Outs

End-to-end IT delivery for new global office locations, from logistics and procurement through to installation, configuration, and go-live.



Global IT Field Service

On-the-ground IT support across international locations, removing the need for internal staff to travel for emergency response or deployment management.



Custom Desktop Workspace Deployment

Standardized, organization-specific desktop environments deployed at scale across thousands of workstations, consistently built to exact client specifications.



International Logistics & Coordination

Coordination of hardware and personnel across multiple countries and time zones, with adherence to local regulatory and operational requirements at each site.



Project Management & Deployment Support

Dedicated project management for complex, time-sensitive deployments, with clear communication, defined accountability, and delivery against agreed specifications.

The Outcome

Following the APAC engagement, the scope of the partnership expanded quickly. Three years on, Maintech has delivered dozens of global office build-outs and thousands of custom desktop workspaces, operating as an extension of the client's internal IT team across every location the firm operates in.



Critical deadline met

APAC office build delivered within a one-week go-live deadline



Internal team freed up

No more international travel for outages or slipping deployments



Thousands of workstations

Custom desktop workspaces deployed to exact specifications



Dozens of build-outs

New office locations delivered globally over three years

Why This Matters for Private Equity IT

Private equity firms grow by design. Acquisitions, new markets, and expanding headcount are features of the model. The IT function, however, rarely scales at the same pace. Internal teams are built for the current state of the business, not the next twelve months of it.

But this results in a business that consistently moves faster than its IT function can support alone. As office locations multiply and geographies diversify, that gap becomes operational risk. Deployments slip, teams travel at short notice, and internal staff end up managing logistics they were never resourced to handle.

Maintech's work with this client demonstrates how a global IT partner can absorb that risk and let the internal team focus on what it was built to do, with in-country delivery infrastructure, consistent standards, and the ability to adhere to site-specific specifications.

Does your organization need an IT partner that can keep pace with global growth?

Maintech delivers global office build-outs, IT field services, and managed deployment programs for mid-market and enterprise organizations worldwide. Book a consultation today.