



HP Delivers Commercial Flexibility and Business Agility with Allied's Managed Infrastructure Services

Allied Worldwide helped in managing HP's IT infrastructure and associated services, to maintain high levels of support, across multiple sites in the UK and Europe.



"The Allied team has gone on to provide a very stable and effective service. I am impressed with the attitude and energy of these individuals and believe that we have one of the best Desk Side teams in EMEA delivering a very good service to our customers."

Steve Whitbread
Delivery Manager, HP

CLIENT

Hewlett Packard

CHALLENGE

To provide an efficient and cost-effective premier managed infrastructure solution

SOLUTION

Managed Infrastructure services and dedicated support professionals

RESULT

Improved service levels and cost savings

About our Client

Hewlett Packard is a technology solutions provider to consumers, businesses and institutions globally. The company's offerings span IT infrastructure, personal computing, access devices, global services and imaging and printing solutions for consumers, enterprises and small and medium businesses.

The Scenario

HP had many different vendors, contract agencies and independent contractors, providing desktop infrastructure services at multiple locations. It was identified that there was a large overhead cost in managing the disparate service providers, with limited cost benefits.

HP identified the need for an overall strategic partner, who would be able to consolidate and deliver a seamless service that provided cost management, improved the service and reduced contractor liability.

Following a comprehensive and diligent evaluation process, Allied Worldwide was selected as their partner of choice.

Business Challenge

To implement a premier managed service, by working in close partnership and deploying an innovative, dynamic resource model, to meet their staffing requirements. In addition, HP needed real-time cost management benefits, whilst providing enhanced levels of customer satisfaction to their end users.

The Solution

Following a thorough due diligence process, a Transition Project Manager was assigned to define and implement the revitalised service.

A formal documented process was developed by Allied, with document control and audit procedures in place. New reports were added to the Remedy System, to measure the operation efficiency and key SLA's. Regular service review meetings were held to discuss progress ensuring good communication was maintained throughout the business.

Allied provided the required support staff to deliver Desk Side & PC Build support services throughout the UK & Ireland. The Desk Side support involved ownership of the calls once transferred to the Desk Side queue and we also provided support for the operating system and applications as used by HP users.

We also relished the task of being responsible for acting as the 'Hand and Eyes' for the HP Network Support Centre in Bratislava, providing extensive system support at HP's flagship office in London, including: PSTN, ISDN, VoIP, office moves and cabling. We also performed key server functions such as backup, restore and keeping tapes offsite, demonstrating a high level of trust.

The Result

The flexibility of our business partnership and the introduction of a generic SLA solution have enabled HP's internal and external clients to enjoy consistent service levels in excess of 95%, substantially beating a performance target of 90%.

Allied's dynamic resourcing model has proved invaluable to HP, allowing us to manage the unscheduled peaks in demand, without reducing our levels of service, or applying cost penalties. Our partnership model has reduced the ongoing employment liabilities, risks and fixed costs associated with the use of multiple agencies and contract staff across Europe.

Through our partnership, we have introduced a variable cost model that removes the inflexibility of traditional fixed cost service, delivering a shared risk and reward model that ensures HP only pay for those services that they receive.

Allied has delivered consistent results in the following areas:

- Our service has resulted in a decrease in wait times for HP users, from an average of 75 days to less than 3 days.
- The Allied team exceeded the customer satisfaction score, quarter on quarter, as per the results from HP's Satisfaction Surveys.
- Our team has put in place robust processes and metrics, such as reporting on SLAs, First Time Resolution Rates (FTR) etc.
- We have implemented best practices on Desktop Provisioning & Deployment.
- The partnership has transitioned from an incident based service, to an SLA driven managed services contract, which in turn has generated great savings for HP.

Allied's success has resulted in HP furthering our partnership and addressing new areas of need, going well beyond the initial statement of work.

Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.