



>> Case Study 1: Segment Rollout

Installation of 38,000 PCs and notebooks in 27 countries within 7 months

Industry sector:

Chemistry

Assignment:

One of the leading companies in the IT industry commissioned us with the installation of 38,000 PCs and notebooks for its customer in the chemistry sector in 27 countries (Europe, Middle East and Africa) within 7 months at calculable costs.

The challenge:

The aim was to replace PCs and notebooks including peripherals at all 38,000 customer workstations. In doing so, the activities of the user were not to be interrupted for longer than 15 minutes. Installation was to be undertaken in the respective language of the country and the technicians were to be perfectly trained in the equipment type. Since the installation work was invoiced on a “ticket basis” Hemmersbach had full responsibility for productivity.

Procedure:

Our project team was given overall responsibility for project planning, availability and control of resources. The headquarters in Nuremberg provided cross-border support and, amongst other things, arranged and planned appointments and dates for installation. The “management cockpit” enabled the project team to control the entire procedure with regard to quality and productivity in real time. At peak periods, we were carrying out more than 500 installations per day, each within a time frame of less than 15 minutes per installation. For this cross-border EMEA rollout we deployed the services of our own subsidiaries in the high-volume countries and in the lower-volume countries we used the services of the Hemmersbach Authorized Partner Network. We provided equipment logistics at the customers’ premises.

Results:

All agreed 38,000 installations were carried out as required according to our contract within 7 months. Compared to previous rollouts for the customer we achieved significant cost advantages whilst at the same time maintaining the level of service. The customer had the opportunity to monitor progress and quality throughout the project via real time web-front.



>> Case Study 2: Segment End User Support

Desktop services for 35,000 workstations in five European countries

Industry sector:

Industry

Assignment:

In order to achieve significant cost savings, a globally leading company in IT outsourcing engaged us to provide desktop services (PC-Refresh, Break & Fix and IMACD Service) for 35,000 workstations in five European countries (Germany, Italy, UK, Ireland, Switzerland).

The challenge:

The aim was to perform around 80,000 service assignments completely in all five European countries with a 6-hour restoration time on a ticket basis. The transition from the existing service provider was to be carried out practically unnoticed by the end customer. The given cost framework demanded a massive cost saving right from day one without affecting the service level and the utilisation of cost synergies through a trans-national governance structure.

Procedure:

In order to stay within the assured cost frame we introduced a ticket based invoicing system. The difference here is that previous service providers charged for their services according to the work involved and thus shifted the responsibility for productivity to the ordering party. Since the assignment involved taking over the commission during running operations, we controlled the take-over of the tasks by means of a two-month training and shadowing phase. In this two-month phase we customized the Hemmersbach Process Management System to the customer's requirements on the basis of defined key performance indicators. In this way, on the day of complete take-over we were able to monitor the service levels of the technicians proactively in all the countries via the "central ticket police" in the headquarters.

Results:

The cross border synergies were implemented through central control and the Hemmersbach Process Management System and in this way achieved improved quality from the first day. We reduced our customer's service costs by 35 %.



>> Case Study 3: Segment Repair

Repair and reconditioning of end equipment for 10 European countries

Industry sector:

Consumer electronics

Assignment:

A leading manufacturer commissioned Hemmersbach to carry out 25,000 deployments per month for repair, re-commissioning, updating of PCs, notebooks, navigation systems, printers and displays in Germany, Austria, Belgium, Luxemburg, France, the Netherlands, the Czech Republic, Slovakia, Slovenia and Poland at a low-wage location in Eastern Europe.

The challenge:

The challenge was to install a cross-border transport system within 5 working days and to perform all communications in the respective language of the country.

Procedure:

The end equipment was collected from the customer and brought to central collection points in the respective countries from where they were transported overnight to the head office of Hemmersbach in Breslau.

During booking into the Hemmersbach Process Management System the service language was specified and qualified. The Hemmersbach Process Management System enables the quality monitoring of each step in the work procedure together with automated material management. The transfer systems carried out with 150 qualified employees enable the exploitation of Eastern European wage levels in conjunction with industrial standard quality.

Results:

We can offer our customers up to 40% savings in contrast to a decentralized solution in individual countries with customer communication in the respective language and within 5 days.



>> Case Study 4: Segment Rollout

Mass installation of 9,500 printer systems under the general framework of a "Managed Printing Solution" in two European countries.

Industry sector:

Chemistry

Assignment:

A leading printer manufacturer commissioned Hemmersbach with the installation or replacement of 9,500 printer systems at various customer locations in two European countries within eight months. Hemmersbach was to set up a temporary logistics location and provide staging of the equipment.

The challenge:

After planning the temporary logistics location, the first challenge was to co-ordinate with the customer the most efficient way to replace equipment at the various locations. The machines sometimes weighed up to 200 kg, which made the transfer difficult to perform. Furthermore, 100% correctness of the data in the system settings and assets data, which were the basis for automated maintenance and invoicing steps, was required.

Procedure:

We controlled the exchange of 9,500 printer units with the Hemmersbach Process Management System from storage and installation of the new computer to the return of the old machine. The printers were made ready in the staging center of the temporary logistics location and then distributed to the installation location by technicians with trained local knowledge and as required with three-man carrying aids. At the same time, the old computers were also prepared by us for dismantling and removal transport.

Results:

Optimum value performance by means of efficient process control whilst adhering to the rollout plan enabled the Managed Printing Solution to be started at the planned time.



>> Case Study 5: Segment End User Support

Client software migration for 35,000 systems in 6 countries within 2 years.

Branche:

Telecommunications

Assignment:

A leading hardware manufacturer commissioned us with the migration of the client software on 35,000 PC and notebook systems to business units in Germany, Great Britain, Netherlands, Ireland, Portugal and Spain within 2 years.

The challenge:

Migration to business units instead of locations made extreme demands on the co-ordination of dates in order to guarantee efficiency of performance. Although the rollout was not carried out geographically, the required customer-specified software meant that appropriately trained and qualified teams of technicians were necessary. The service technicians had to have specific skills in the respective software applications and distribution solutions.

Procedure:

This migration was fully supported by the Hemmersbach Project Team in co-ordination with the Hemmersbach headquarters and Process Management System. After having agreed on the priority of the business units with our customer we offered PC and notebook users three alternative dates per email in the language of their country. The migration itself was undertaken with a two-fold procedure. The PCs and notebooks were collected from the end users and loaded with client software in a migration laboratory at each respective client site, configured and supplemented with personalized data files.

Results:

The migration was carried out according to schedule. Through the deployment of a project management team for all countries we were able to benefit considerably from synergy effects in terms of quality. The parallel laboratory solution was more cost-efficient than manual migration at the user workstation.



>> Case Study 6: Segment End User Support

4,000 on-site problem-solving deployments every month within the guaranteed area, the Federal Republic of Germany

Industry sector:

IT manufacturer

Assignment:

A world-wide computer technology manufacturer commissioned Hemmersbach with approx. 4,000 service deployments per month in terms of on-site problem-solving in PCs, notebooks, servers, printers and plotters in Germany. The lowest on-site reaction time was four hours; for some product groups it meant 24/7 service.

The challenge:

The heterogeneity of the product range in combination with the on-duty times within Germany requires cross-border certification with the corresponding availability of call-out technicians.

Procedure:

The cross-product segment training courses for technicians and the Hemmersbach Process Management System permitted efficient route planning for the allocation of service deployments.

Results:

The ticket-based invoicing system and the efficient deployment planning meant that the costs to the manufacturer were not only more variable but also significantly reduced.



>> Case Study 7: Segment Rollout

National "next business day" installation of DSL end equipment with peak periods involving up to 15,000 service deployments per month

Industry sector:

Telecommunications

Assignment:

A leading provider of telecommunications services commissioned Hemmersbach with the national next business day installation of DSL end equipment with peak periods involving up to 15,000 service deployments per month.

The challenge:

The preparatory period for the provision of the requires 150 qualified technicians was four weeks. The installation of the DSL end user equipment required the relaying of cables in the customer area with undefined distances and site circumstances. The on-site costs for time involved could not therefore be planned definitively. Furthermore, there were daily order fluctuations of up to 50% to be balanced out. The route planning was undertaken by Hemmersbach on the basis of pre-set dates by the customer

Procedure:

The scale of this mixed structure could be determined by our own technicians and external technicians who enabled us to deal with peaks of at least 50%. Our own on-call technicians carried out such assignments to deadlines which would otherwise have had to be rescheduled due to large-scale relaying work, involving time, effort and expense. The Hemmersbach Process Management System enabled evaluations of quality in real time for the services rendered by the technicians together with the generation of pre-scheduled process phases for the principal and in this way introduced short term quality increasing measures in order to improve the entire process quality system.

Results:

We were in a good position to meet the high order volume with market-related quantitative order fluctuations. The Hemmersbach Process Management System enabled the generation in real time of quality evaluations for the performance rendered by technicians and the process steps of the principal and in this way in the short term to introduce measures for increased quality for the improvement of the whole process.



>> Case Study 8: Take over and integration of a service company

Take-over and integration of a service company with 100 employees in GB

Industry sector:

Industry

Assignment:

A leading manufacturer in the IT industry commissioned us with the integration of its service company in Great Britain under the terms of an EMEA-wide end user support order. Integration was to be completed within nine months. One of the first steps was to convert around 100 employees of the service company to the ticket-based invoicing model for servicing orders. In this way we were also able to take on further service assignments from other orders.

The challenge:

The take-over in Great Britain had to take account of the TUPE law which regulates the transfer of employees. Furthermore, the productivity and the customer orientation of the existing employees were to be maintained during the take-over phase in order to achieve the costing and quality target.

Procedure:

One of our senior managers with his project team took over the business in Great Britain and carried out an analysis of the actual situation. The employees were transferred to the new company under the terms of TUPE provisions and the Hemmersbach process standards were introduced. The agreed service tickets were controlled and invoiced with the Hemmersbach Process Management System. Productivity and level of service were monitored. The employees were prepared for the redemption of further tickets from other assignments by means of training.

Results:

Through the introduction of the Hemmersbach Process Management System by means of ticket-based invoicing we were able to achieve cost reductions of 40 %. The real-time process control ensured the quality and transparency of the procedures. The acquisition of additional assignments generated a further cost reduction. We were thus able to take over the service company successfully within the agreed time of seven months.



>> Case Study 9: Data Center Maintenance

Maintenance of 1.300 server systems at 110 destinations within Germany with a restoration time of six hours

Industry sector:

Public service

Assignment:

An IT-service provider assigned Hemmersbach to fulfill the maintenance service for 1 300 server systems at 110 destinations within Germany with a restoration time of six hours. The server systems had storage and data back-up devices with expired vendor warranty. The customer predefined the time limit for restoration in case of a breakdown of six hours and a service level of 95 %.

The challenge:

In order to guarantee six hours for restoring potentially up to 1 300 server systems with expired vendor warranty situated in 110 locations it is essential to provide spare parts for all models on the spot.

Procedure:

The technicians were specially trained for the requests of the customer and the special features of the respective system, for example the behaviour in the data processing centre, data security, and access authorisation. The Hemmersbach single point of contact is available 24/7 by phone to receive and qualify the potential breakdowns. The Hemmersbach-Process Management System supports locating and patching the necessary specialists and spare parts within the service network. Hemmersbach provides proper, regional stocks of spare parts based on components. As the availability of spare parts had not been secured by the vendor, Hemmersbach made it possible to repair the spare parts based on components.

Solution:

The central controls of breakdowns in real time combined with the regional storage of spare parts exceeded the postulated service level of 95 % and created highest customer satisfaction. The run time extension of the server systems out of vendor warranty saved the customer's budget by avoiding new acquisitions.