



>> 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.