



>> Case Study 10: Segment Rollout

Installation of 7 740 printing solutions at 1 000 sites within 13 European countries

Industry sector:

Electricity supplier

Assignment:

One of the leading printer manufacturers mandated us to install 7 740 printers at 1 000 of his customer's sites in 13 European countries within 18 months at defined costs per piece. Also part of the deal was the integration of 500 already existing devices.

The challenge:

The installation of the varying types of printers at more than 1 000 sites was planned in coordination with our client and his customer. Staging and logistics of the multi-functional devices weighing up to 160 kg was coordinated by our project team and was accomplished in several Hemmersbach staging centers. 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.

Solution:

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. The staging of the various printer models with up to 150 parameters per model was performed with a fully automated, self-developed setup-routine. The installations on the customer's sites including the configuration of the 500 existing devices were implemented according to the project schedule. Finally extensive functional tests and trainings were held on site.

Results:

All agreed 7 740 installations were carried out as required according to our contract within 18 months at the 1 000 sites of the customer. Compared to previous rollouts with local service providers we achieved significant cost advantages for the customer 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.