



HP CASE STUDY

SD WORX TRANSFORMS THE DELIVERY OF IT TO ITS 6,200 EMPLOYEES

HP Services boost efficiency and cost-effectiveness
to help SD Worx better serve its clients





Industry:
Business Services



Region:
Europe

Objective

Improve infrastructure, deployment and management and service customers more efficiently and securely

Approach

Upgraded to HP Elite Series devices with an HP Device as a Service (DaaS) contract that includes streamlined services and reporting tools

Impact

Predictable financial planning, cost efficiency, improved user experience and scalability for growth

To transform IT into a more effective and efficient organization, SD Worx wraps consistent, high-quality services around the delivery of support for its portfolio of HP PCs and workstations.

Objectives

Improve and standardize service quality while reigning in costs

SD Worx is one of the leading European HR and payroll companies with 75 years' experience and 70,000 customers in 110 countries. Headquartered in Belgium and operating in 11 countries, with offices including in Reading, Glasgow, Limerick, Malaga and Mauritius, it provides secure cloud solutions and services aimed at boosting productivity and reducing cost for its clients.

The company's IT team aimed to transform IT into a more effective and efficient organization. It sought to gain better cost control, service quality and service velocity and to bring a consistent approach to the procurement of PCs. The mission was to improve its device infrastructure, deployment and management and the end target was to service its customers more efficiently, reducing risks to the security of sensitive HR data.

"Everything we do at SD Worx is to better serve our customers. We provide colleagues with quality technology, enhanced security and global services from HP. And, we're saving time while reducing costs. In all of these improvements, our customers will benefit," says Benjamin Faillie, Cluster Lead of Infrastructure for SD Worx.



"HP is very well-known and respected, they provide us with industry expertise, and we have a valued collaboration that is helping us scale and grow."

Benjamin Faillie, Cluster Lead of Infrastructure, SD Worx



11% reduction in overall IT costs



Overall reduction in servicing costs



Improved security solutions

Solution

Quality computing devices backed by superior service

In addition to simplifying IT costs and cross charges, SD Worx wanted to increase end-user satisfaction and bring predictability into its IT budgeting. While optimizing total cost of ownership (TCO), it also wanted a solution that would scale and support its goals for generic growth and through mergers and acquisitions. Between 2015 and 2019, its workforce increased from 2,000 to 4,400+ people and its stated ambition is to become Europe's number one payroll and HR services provider with a revenue of €1bn.

While preferring the quality of HP technology, SD Worx needed to vastly improve its support, so its IT team entered into talks directly with HP Services. The result was a decision to implement a simple and scalable HP Device as a Service (DaaS) solution which delivers both hardware and services for a predictable price over the lifecycle of devices. SD Worx saw that by outsourcing its services in this way it could enhance TCO.



“Our goal was to transform IT into something that was consistent, more effective and more cost efficient.”

Benjamin Faillie, Cluster Lead of Infrastructure, SD Worx

The agreement has seen the delivery of 6,200 PCs and 6,200 monitors across all SD Worx locations with the main focus on HP EliteBook 830, 840 and 850 models, chosen because they provide embedded security features and performance. The fleet also includes some workstations from Z by HP for software developers.

It is the HP Services, integrated with the hardware, that demonstrate the most dramatic change for SD Worx. All computers come with the BIOS settings pre-configured in the HP factory. HP Proactive Management is delivered with the HP TechPulse platform which uses predictive analytics and AI to anticipate future needs for action, reducing downtime and avoidable maintenance before problems occur.

HP Care Pack Services include next-business-day on-site support; for those times when devices fail or new workers need equipment quickly, HP Tech Café Smart Lockers provide a secure and convenient location for new computer pick-up and computer drop-off or exchange for service or replacement. One locker in, each, Mauritius, Germany, and England, and two in Belgium.

As part of ongoing operations, the new service also includes HP Proactive Management leveraging the HP TechPulse platform and dynamic relationships with an HP Customer Success Manager, Personal Systems Account Manager, Priority Manager and Account Operations Manager.



Greater visibility
through analytics



Improved C-level
reporting



Predictable financial
forecasting

Solution at a glance

Services

- HP Device as a Service (DaaS)
- HP Proactive Management
- HP TechPulse
- HP Configuration Services (BIOS Settings)
- HP Tech Café Smart Lockers
- Three-year Next Business Day on-site support
- Three-year Governance
 - Customer Success Manager
 - Priority Manager
 - Account Operations Manager

Hardware

- HP EliteBook 830, 840 and 850 models
- HP EliteDisplay E233
- Z by HP Workstations

Benefits

Upgraded devices and enhanced services with improved time and cost savings

In addition to significantly reducing the workload of the IT department, SD Worx's transformation has also brought benefits for employees including enhanced security, equipment quality, availability and reliability, and that has enabled them to deliver increased productivity.

According to Faillie, having consistent global standards for high-quality hardware and support ultimately delivers where it counts most – with benefits for the customers of SD Worx. “The message we want to share with customers is that we are working with best-in-class technology providers to deliver the best services we can,” he explains.

In addition to implementing HP EliteBooks with embedded security features, SD Worx is also embarking on security roadmap discussions with HP experts to formulate ways of bringing even greater security to its heterogeneous landscape.

HP TechPulse analytics and reporting have also produced added value in providing details into device status. “HP TechPulse is generating management reporting,” he says. “With metrics we can track details, identify needed updates and plan action items. Before we were relying on a spreadsheet with limited visibility and no consistency. It used to take hours to do a report and now it is all automated, which is much more cost and time efficient.

“Updated reports also help the technical team keep track of things like hard-drive capacities and plan what they need to do next.” Financial planning and budgeting have also improved. With the previous support arrangements there were a lot of hidden costs, assumptions and estimations. Now, there is improved reporting, and everything is more predictable which means that even though SD Worx has upgraded HP Elite Series computers and HP Services, it is paying less. The simplification and scalability of the HP DaaS provisioning model also means that the company is saving some 11% on overall IT costs.

“When we have to report numbers, everything is predictable. Before, if I wanted a financial report it took me weeks, if not months, to get the numbers aligned but today they are instantly available,” he says.

“Everything has changed because now we have a strong partnership rather than just a client-provider relationship. HP is very well-known and respected, provides us with industry expertise and we have a valued collaboration that is helping us scale and grow.”

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