

SD Worx transforms delivery of IT to 6,200 employees

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



INDUSTRY:
Business services



REGION:
Europe

Objectives

- Improve infrastructure, deployment and management
- Service customers more efficiently and securely
- Increase performance with newer devices

Approach

- Upgrade to HP Elite Series devices
- Apply HP Device as a Service (DaaS) contract
- Streamline services and reporting tools

Business Outcomes

- Financial planning and cost efficiency are both improved
- HP TechPulse analytics and reporting provide details of device status
- Automation delivers cost and time efficiencies
- Scalability for growth combines with an 11% reduction in IT costs



11%

reduction in overall IT costs



Overall reduction in servicing costs



Improved security solutions

Objectives

Improve and standardize quality while reining 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.

Approach

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.



"HP is very well-known and respected, it provides 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



SD Worx

“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



Greater visibility
through analytics

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.

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 Insights 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 Insights leveraging the HP TechPulse platform and dynamic relationships with an HP Customer Success Manager, Personal Systems Account Manager, Priority Manager and Account Operations Manager.

Business Outcomes

Upgraded devices and services save time and costs

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.



Solution at a glance

HP Services

Device as a Service (DaaS)

PC BIOS Settings

Next Business Day Onsite Support

Tech Café Market - Smart Lockers

Proactive Insights powered
by HP TechPulse

Three-year Governance

- Customer Success Manager

- Priority Manager

- Account Operations Manager

HP Hardware

EliteBook 830, 840 and 850 Series
Notebooks

Elite Display E233 Monitors

Z by HP Workstations

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

HP TechPulse analytics and reporting have also 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. We previously relied on a spreadsheet with limited visibility and no consistency. It used to take hours to do a report; now it is all automated, which is much more cost and time efficient.

"Updated reports 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 although 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 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 align the numbers, 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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Improved C-level reporting



Predictable financial
forecasting

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