

386 Systems provides continuity with proactive monitoring

HP partner delivers HP Device as a Service as a single solution to simplify IT services and maximize resources



INDUSTRY:
Business Services



COUNTRY:
Peru

Objectives

- Provide proactive identification on potential device health issues
- Offer solutions that focus on customer satisfaction
- Deliver service that provides operational continuity

Approach

- Single solution covers all hardware services
- Plans offer consistent pricing
- Reports provide full visibility of devices

Business Outcomes

- Customer devices are monitored and managed, regardless of OS
- Ongoing device audits delivered in real time
- Enabled the development of a range of high value-added services
- Reduced costs while improving service quality



386 Systems disrupts IT norms to bring the latest technology innovations to its customers. Its flexible, competitive solutions adapt to customer needs. Proactive management helps maximize productivity by preventing device issues before impacting employees.

www.386.pe

Objectives

Services for operations and business development

Organizations implementing the right computer devices for their users leverage the benefits of technology to help achieve their business goals. Continuing to support those users with efficient device management can be complex and time consuming. Not all companies have the staffing or budget requirements to match the speed of technology evolution and the ongoing management needed to sustain performance and reliability.

386 Systems is a Peruvian IT service provider with a multidisciplinary team of IT experts and more than 15 years of experience working with HP solutions. Over that time, the business has demonstrated an in-depth knowledge of South America's enterprise and education markets. The goal is to provide solutions focused on customer satisfaction, delivering premium added value through a range of services to facilitate operational continuity.

"Companies look to integrate technology into their businesses for two reasons," explains Omar Huerta, CEO and founder of 386 Systems. "The first is always to reduce costs. The second is to improve productivity. However, to improve productivity, devices and technology must always be backed by a service that guarantees the desired operational continuity.

"This was our vision from the outset: to ensure businesses continue to operate and carry out their activities," notes Huerta. "This is how we look to save companies money, not by buying cheap solutions but by thinking strategically and being smart about procurement."



"The support from HP means we don't just provide a powerful IT solution. We've also developed a full range of high value-added services. Customers appreciate and recognize this additional value."

Omar Huerta,
CEO and Founder, 386 Systems



386 Systems

“Technology is there to simplify processes.”

Omar Huerta
CEO and Founder
386 Systems



Management with
HP Proactive Insights

15,000+

devices

Approach

Simplifying processes and resolving problems

Working with HP has allowed 386 Systems to design and launch a unique service in Peru, Bolivia and Argentina. The use of HP Device as a Service (DaaS) and HP Proactive Insights powered by the HP TechPulse analytics dashboard, means sales of HP devices to 386 Systems customers are about much more than just providing equipment: they also allow 386 Systems to manage the devices from its central offices.

“We analyze the customer, identify their pain points and recommend the best products for their needs. We then install and manage their infrastructure,” explains Huerta. “Our customers know we’re not just selling them equipment, but that we’re providing a service that includes the HP devices and, more importantly, the management of their IT.”

HP DaaS allows 386 Systems to provide a single solution that covers all hardware services throughout their full lifecycle. This frees customers’ IT departments from time-consuming support, security and device management tasks and helps make costs more predictable while optimizing cash flow.

The solution automates the management of software and application downloads and updates. It also provides device-level visibility through useful endpoint management and analysis services, allowing 386 Systems to address any issues with the health of devices very early.

Integrating ideal devices, support and predictive analytics

HP DaaS allows 386 Systems to provide customers with the ideal HP devices for their needs from the full portfolio of HP device options. In addition, 386 Systems integrates technical support, fast repairs and replacements. It includes detailed predictive analytics and flexible plans with consistent monthly prices. HP DaaS offers complete lifecycle services beginning with configuration through to scheduled device refreshes.

One of the additional elements offered by 386 Systems is security. Its centralized management allows the company to ensure devices are kept up to date, reducing the potential for attacks. Each device immediately receives the required update, avoiding delays and downtime. Any HP devices deployed also have enhanced security features to protect them, detecting and recovering from cyberattacks. “Security is key for our customers. We’re looking forward to working with HP further in this area to offer new services.”





“Customers really value the information we provide about devices and their operation, especially the alerts before any difficulty arises.”

Omar Huerta
CEO and Founder
386 Systems

386 Systems has also developed a mobile app for managing incidents. “Our app functions as a virtual helpdesk,” explains Huerta. “However, unlike a helpdesk that asks hundreds of questions to find out where the fault is, we have simplified the process to three questions. If we can’t identify the problem based on these three questions, we swap the device.”

“Technology is there to simplify processes and fix problems, not to create new ones,” says Huerta. “We provide this simplification for our customers so they don’t have to think about it. We know we’ve done a good job when all the work behind the scenes is invisible and forgotten.”

Business Outcomes

Proof of concept lab for services and products

“We’ve seen companies with oversized IT departments. For example, our solution reduced the IT staffing costs of a food exporter by 90%,” explains Huerta. “We helped them simplify all aspects of the management process, reducing costs and improving service and service quality.”

“In some cases, we’ve competed with finance companies that offer renting or leasing. While they offered competitive packages in terms of cost, they lacked a layer of services that are fundamental for avoiding the pain points of companies,” says Huerta. “If some of your computers have problems, you can always wait, but companies can’t afford to have their devices out of service. What’s the opportunity cost if this happens?”

“We’re the proof of concept lab for all the services and products we provide for our customers. We don’t want to offer a catalog; we want to explain what we use ourselves. We want to provide the products or services that make sense to us and individual customers,” explains Huerta. “This is part of our success: a continuous proof of concept.”



Solution at a glance

HP Services

Device as a Service (DaaS)

Proactive Insights powered
by HP TechPulse

Lifecycle Services

HP Hardware

Elite Series Desktops and Notebooks

Pro Series Desktops and Notebooks

Z by HP Workstations

Amplify HP Partner Program

- Power Services



HP Amplify Power Services is designated for partners that offer qualified services and delivery capabilities and aim to satisfy their end customer with the highest level of service. Together, HP and 386 Systems provide richer customer outcomes.

HP Proactive Insights with HP TechPulse allows 386 Systems to provide an ongoing device audit service for its customers in real time. “Customers don’t normally ask for this, except in specific circumstances, but we always make it available,” adds Huerta. The services of 386 Systems and HP have allowed an IT manager, who is the local representative of a prestigious Peruvian company in global shipping and logistics, to know if the staff are using devices correctly, when they are used and if there are any challenges.

“Customers really value the information we provide about devices and their operation, especially the alerts before any difficulty arises. Our services advise them, for example, of the load on a processor or a graphics card. These small things also contribute to the satisfaction of users and customers,” says Huerta. “They trust us. They know the technical part is taken care of. Above all, they place the continuity of their business in our hands. The proof is that we’ve seen only 20 problems in a fleet with over 15,000 managed devices.

“HP is our main business partner. We share a corporate vision and the same values, and now we also share the way we engage with the market,” concludes Huerta. “The support from HP means we don’t just provide a powerful IT solution. We’ve also developed a full range of high value-added services. Customers appreciate and recognize this additional value.”

Learn more at hp.com/hp-services

Learn about the **Amplify HP Partner Program**

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