

POST Luxembourg reimagines workplace agility

HP Device as a Service delivers an employee-focused experience, redesigning IT services by reducing complexities, offering agility, and providing cost-effective solutions



 **INDUSTRY:**
Communications

 **COUNTRY:**
Luxembourg

Objective

- Simplify hardware delivery and support

Approach

- Develop device strategy with HP, including delivery and remote and onsite support

Business Outcomes

- Consistent experience for users, reduced costs, simplified management, and a clearer technology roadmap



4,697

employees

#1

employer in Luxembourg

Specialists

in postal services,
telecommunications, and
financial services

Objectives

Agility and consistency at Luxembourg's largest postal and telecoms company

POST Luxembourg is the largest provider of postal and telecom services in Luxembourg and offers its services to private and business customers. Its vision is to facilitate communication and ease the transfer of data and content for individuals and companies. Other activities include financial services and philately (the study of postage stamps and postal history). The future promises opportunities around the Internet of Things (IoT), machine-to-machine communication, and 5G.

To remain competitive, POST Luxembourg needs an agile and integrated workforce. Where possible, it wants teams to be able to work from anywhere. The employee experience should be consistent and secure, says Mr. Jeronimo Azevedo, POST Luxembourg's Head of Corporate IT & Enterprise Architecture: "The employee experience must be at the heart of what we do. We are designing and redefining what the digital workspace can be. We must provide our people with innovative IT equipment and services to enable them to fulfill their missions in the most efficient way."

IT had previously managed all hardware, software, and applications itself. Given the size of the task and the need to move quickly, Mr. Azevedo says this approach was proving costly and unwieldy.

"We needed a partner that could provide an end-to-end solution, from hardware to implementation to support," he admits. "More than this, we needed a partner that understands the unique characteristics of our business, could adapt with us, and help us through unforeseen challenges."



"This gives us one single hardware agreement, but with a choice of hardware options. Its overall vision, as well as HP's flexibility, is in line with POST's strategy."

Mr. Jeronimo Azevedo
Head of Corporate IT & Enterprise Architecture, POST Luxembourg



POST Luxembourg

“HP has proven to be a game-changer in terms of what we can expect from innovation and collaboration.”

Mr. Jeronimo Azevedo
Head of Corporate IT &
Enterprise Architecture
POST Luxembourg

320

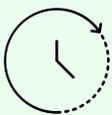
staff equipped to work from home with new laptops within two weeks

1,900

HP monitors deployed

3,600

PCs deployed



Reduced to 45 minutes to image a new device

Approach

Streamlining device management with an employee focus

HP delivers comprehensive hardware and service for POST Luxembourg. The HP Device as a Service (HP DaaS) agreement brings device consistency and an improved user experience while streamlining IT management.

HP DaaS includes a menu of hardware options across HP EliteBooks, HP EliteDesks, and HP Z Displays. This allows POST to match the hardware to the user’s workstyle. In total, 3,600 PCs and 1,900 HP monitors were included in the initial contract.

“This gives us one single hardware agreement, but with a choice of hardware options,” Mr. Azevedo says. “Since our order volumes are manageable, it is important for us to have a supplier that is willing to accommodate us in this sense.”

With HP DaaS, devices are preconfigured with all unique specifications and tested before arrival, then imaged onsite. This means users only need to unbox and start. All devices have recoverable BIOS settings, strengthening security and business continuity. Plus, all assets are tagged and logged within POST’s ServiceNow tenant.

In addition, HP support includes onsite break-fix and Proactive Insights with HP TechPulse, an AI and automation platform providing actionable insights. POST has benefited from the Windows® version and driver compliance reporting from HP TechPulse, which allows IT to take proactive actions to update devices before they impact employees. An HP Account Operations Manager is there to ensure POST gets the most out of the engagement, and to act as a single point of contact for logistics queries as new devices are shipped to users.

“Its overall vision, as well as HP’s flexibility, is in line with POST’s strategy,” Mr. Azevedo adds. “Our sustainability agenda is a high priority, and I was interested to see plans from HP for producing hardware from recyclable materials, its option of recovery of end-of-life devices, and the removal and recycling of our waste packaging from all new devices.”

Business Outcomes

Creating an agile and optimized employee experience

HP DaaS transforms POST Luxembourg’s approach to device management. It enables the business to shift its focus from device logistics—fulfillment, support, warranty management, and the like—to device optimization.



Solution at a glance

HP Device as a Service (DaaS) agreement

HP Services

Factory Services:

- PC BIOS Settings

- Asset Tagging

Image Loading

Device Provisioning Services

Logistics Services (Deployment)

Hardware Support Onsite

Defective Media Retention

Priority Services

Proactive Insights with HP TechPulse

Account Operation Manager

HP Hardware

EliteBook 830/840 Series Notebooks

EliteBook 1030 x360 Series Notebooks

EliteBook x2 1013 Series Notebooks

EliteDesk 800 Series Notebooks

Z by HP Display Z24i Series Monitors

“If we identify a new requirement, we can react much quicker. The engagement with HP means we don’t have to go through a lengthy procurement process. A short briefing is all it takes.

“It means our time to market is much faster,” Mr. Azevedo explains. Costs are trimmed, he continues, through negotiating with just one supplier, simplified management, more efficient warehousing, and stripping out duplication of effort: “Managing multiple vendors, different compliance testing, changing contracts...even for a mid-size company, this process can be very complex.”

The responsiveness of the HP services proved invaluable as POST Luxembourg reacted to the impact of COVID-19, one of the most disruptive of unforeseen circumstances. During this period, POST had to ensure critical services remained operational. Overnight many staff needed to work from home.

“Since many POST employees were already equipped to work remotely, our team was able to equip the remaining employees in record time. Thanks to HP we had 320 staff equipped with new laptops within two weeks,” says Mr. Azevedo. “We may be a big company in Luxembourg, but we’re small by global standards. This response was only possible due to the closeness of our relationship with HP.”

The relationship, Mr. Azevedo continues, is two-way. While POST selected HP to meet its device and support needs, it also recognizes there are times when it needs guidance: “We’re involved in the early engagement program where we can provide very quick feedback on new hardware. But there are times when we need experience from an industry leader and HP has a global perspective.”

The post-COVID organization is prepared to be more mobile, Mr. Azevedo says. Notebooks will replace desktops for many. POST also aims to create a consumer-grade ordering experience, where users select and personalize from a range of hardware options from a portal. The devices are then shipped directly from the factory to a preferred workplace.

Learn more at hp.com/hp-services

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