># VOHKUS ®

VOHKUS MANAGED SERVICES

ENDURING STABILITY
FOR GLOBAL LAUNDRY FIRM

>|< **DESKTOP LIFECYCLE** ®

Vohkus services:
Desktop lifecycle management; stock holding and managed service

Technologies used:
Stock holding & replenishment of desktops

Industry:
Laundry/Hygiene/Facilities

Business drivers:
Business agility / growth

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Desktop Lifecycle Management Solutions for Elis (Industrial Laundry & Facilities Provider)

Vohkus has been providing desktop lifecycle management services to Elis for 8 years. This ongoing relationship has been a source of stability and peace of mind for the business, taking the stress out of IT stock holding and configuration, whilst freeing up IT staff to carry out priority tasks and fully unleash their expertise.

CHALLENGES

▶ Having stock available to sites for items on lengthy lead times
▶ Configuration and asset tagging of equipment for quick delivery
▶ Shipment and recording of assets to various sites around UK
▶ Needing a single bill every month for goods supplied
▶ Replenishment of stock after equipment is supplied (without more orders generated)

SOLUTIONS

▶ Stock holding
▶ Asset tagging and asset registration
▶ A single monthly bill for equipment supplied/configured
▶ Stock replenishment

OUTCOMES

▶ Successful desktop lifecycle management amidst large-scale business expansion
▶ Kit shipped to sites efficiently, according to SLAs
▶ Long-term relationship, spanning 8+ years

TECHNOLOGY *EDGE* >|< BUSINESS *EDGE* ®

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Situation

Elis is a global multi-service provider of laundry, hygiene and facilities solutions. The business is a market leader, operating across 28 countries and employing over 45K professionals at 440 production and service centres. Elis offers a wide range of services, from workwear, floor protection, washrooms, beverages, pest control and medical waste management.

Vohkus has been providing various IT solutions – Endpoint rollouts, industrial scanners and label printers, and networking – for Elis since 2016. After learning about Vohkus' desktop lifecycle management capabilities, Elis approached the team about helping them to alleviate the time-consuming and costly burden of IT stock holding and replenishment.

Elis wanted to have new stock readily available for its numerous sites, for quick and convenient deployment, without continuously creating new orders, which were subject to lengthy lead times. They needed a cost-effective solution which relieved the workload involved in managing these desktop lifecycle processes in-house.

The project and solutions

Vohkus was able to offer the solutions to Elis' challenges, delivering a range of desktop lifecycle management services, including stock holding, configuration, asset tagging and registration, and stock replacement.

The business case for Elis' desktop lifecycle management project with Vohkus was strengthened by the additional benefits our team could offer, such as:

- Covering the additional cost of installation and shipment to Elis sites
- Holding the stock and charge for the service, freeing up capital
- Carrying out regular reviews of hot items, to amend stock hold for the most popular lines

In 2010, Vohkus took over these desktop lifecycle management duties for Elis, covering the entire customer estate (comprising of 1500 users).

The implementation

As with every new large-scale IT project and implementation, there are certain obstacles to overcome and problems to solve.

We set up a robust process for stock control, ensuring efficient orders and coordination of new stock so that there were never any issues with a lack of stock. Plus, we gave Elis' in-house team timely updates and visibility.

Vohkus also implemented a testing process for whenever new models were released, to make informed decisions on the IT equipment suitability.

Any faults with existing equipment are reported to the Vohkus team, with case references and order requests generated to enable us to provide and deliver replacements.

One of key problems that we solved for Elis was asset tagging and configuration, something which proves hugely time-consuming for IT teams. We move stock from a secure holding area to our configuration team. A Vohkus engineer follows instructions from Elis to configure and tag assets, readying it for shipment to specific sites. The asset register and shipment to sites is managed and fulfilled by Vohkus' Logistics team, with kit readily deployed for users.

"Vohkus always delivers a great service to Elis. Whenever we need to contact the team, they are always friendly, helpful and efficient. The Desktop Lifecycle Management services they provide for us are not only cost-effective, but they have proven to reduce the downtime in our laundries when we have equipment failure, thanks to Vohkus holding stock, configuring it and shipping equipment direct to site for next working day."

– IT Support Manager at Elis

DESKTOP LIFECYCLE MANAGEMENT FROM VOHKUS

Delivering improved services and investment into resources in new infrastructure and business capabilities, We have a streamlined Desktop lifecycle management processes, boosting IT efficiency and employee productivity. We're building a foundation that lets you take advantage of new technology and trends as they emerge

Vohkus offers a full-service desktop lifecycle management portfolio, from the sourcing and stock holding of IT equipment through to the disposal and recycling of kit, and everything in between.

Learn more about our wide range of DLM services by speaking to our support team: support@vohkus.com.

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ABOUT VOHKUS

Vohkus delivers IT-enabled business solutions, consultancy and managed IT services, and is a trusted technology partner for both private and public sector clients across the globe.

Our capability is end2end:
Consult >>> Design >>> Supply >>>
Deploy >>> Manage >>> Support

The results

As mentioned earlier, Vohkus has been providing desktop lifecycle management services to Elis for 8 years. This is a testament to the success of the implementation, the streamlined processes we offer and our team's ability to fulfil large-scale and complex IT replenishment, retention and activation responsibilities, to enable the business to grow and modernise.

Our DLM solutions have removed the hinderance of managing stock control and equipment configuration in-house, freeing up crucial time and resources for Elis' IT staff to fully utilise their expertise and dedicate more of their time to supporting users.

Throughout the many years of service, we've always managed to store, ship to site and configure everything according to our SLAs. We continue to provide the best level of service to the client, ensuring accountability and encouraging continuous improvement. Equipment and pricing are reviewed regularly, as are our contractual SLAs. Also, our team is committed to working with Elis engineers whenever required.

Here's what Elis had to say about our DLM services:

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Elis has gone through a lot of changes since Vohkus began providing desktop lifecycle management services for the business, with several global acquisitions that have expanded the scope of its operations and driven significant growth.

Continuity is key and during large-scale change, we've remained the constant, due to the success of the relationship, our track record and our knowledge and expertise in the field. Vohkus continues to provide desktop lifecycle management services for Elis.

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