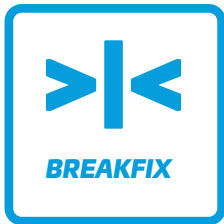


A VOHKUS DATA CENTRE SOLUTION

DIGITISATION EXPERTISE GOING INTERNATIONAL



Vohkus services:

Asset discovery, contract review,
dedicated support desk

Technologies used:

Data centre: Servers
Data centre: Storage

Industry:

Transportation

Business drivers:

Business agility / growth
Quality of service
Cost

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Breakfix support for supply chain management

When one of the world's leading supply chain companies was struggling with multiple support contracts, Vohkus created a single-contract solution backed by a self-service portal and dedicated service desk.

CHALLENGES

- ▶ Meet business digitisation goals.
- ▶ Needed extended support for existing infrastructure.
- ▶ Struggling with escalating vendor costs.
- ▶ Complications of managing multiple support contracts.

SOLUTIONS

- ▶ Review of infrastructure, requirements and existing contracts.
- ▶ Consolidation into single support contract.
- ▶ Managed 24x7 through self-service portal and dedicated service desk.

OUTCOMES

- ▶ Client estimates management and overall support costs reduced by over 40%.
- ▶ Improved user experience.
- ▶ Freed up IT staff to focus on added-value activities rather than Breakfix.

ABOUT VOHKUS

Vohkus delivers IT enabled business solutions and services, and is a trusted technology partner for both private and public sector clients, many of whom operate across the globe.

Our capability is end2end:

Consult >>> Design >>> Supply >>> Deploy >>> Manage >>> Support

DATA CENTRE SOLUTIONS FROM VOHKUS

Vohkus can advise you on technologies to make employees more productive, to create more agile workspaces and better collaboration/conferencing facilities, to improve device and user security, and to enable seamless mobile working outside the office.

We work with the world's leading vendors from desktops to laptops, from tablets to phones, and from printers to video conferencing. We'll ensure your people are equipped to face the challenges of modern digital business.

Through our cloud arm, Meggha, we also provide related services such as desktop-as-a-service, managed Office 365 with optimised licensing, network management and much more to manage down costs and help you focus on higher-value activities.

Situation

This client – one of the world's leading supply chain management companies – designs and implements industry-leading solutions in both freight management and contract logistics. It has over 42,000 employees working from 17 regional centres globally, providing services to some of the largest companies in the world.

Digitisation and improved customer support were high on the agenda, so that consignments could be arranged and tracked via new web and mobile apps. These innovations required availability and reliability, and the client needed to extend its infrastructure support arrangements past its traditional three-year 'tech refresh' cycle. This was unviable because of its highly diverse infrastructure which required multiple support contracts, each of which was subject to escalating vendor support costs.

Review and consolidation

Vohkus began by conducting a full asset discovery and audit of the existing infrastructure, reviewing both the existing hardware and associated support contracts. This also involved legal analysis and appraisal.

Following this exercise, Vohkus specialists were able to consolidate everything into a single Breakfix contract. Services are accessed through a portal and dedicated service desk, operating against an agreed service level agreement.

Return on investment

The client estimates that management and overall support costs have been reduced by more than 40%. All items are now reported and tracked through to closure using the portal, making it much easier to report on progress and to spot recurring incidents.

The client's IT team is now able to focus on adding business value in line with its digitisation strategy rather than being constantly constrained by managing Breakfix incidents, and the overall user experience for clients and staff has been considerably improved.