



A MISSION CRITICAL PROJECT TO MIGRATE 50 BLUE CHIP CUSTOMERS TO A NEW HP PLATFORM

COMPANY: **HP Enterprise Services**
The IT-SMART migration programme

SECTOR: **Technology**

1 Project summary

Soitron facilitated HP's largest European IT migration project to date, migrating 50 of its key clients to a new workflow ticketing system within 18 months.

3 Project countries

- * Project delivered from: UK, Czech Republic, Slovakia, Germany and Bulgaria
- * Countries implemented: EMEA-wide.
- * Length of relationship: 18 months.

2 Results

- * Project completed on time with an underspend of \$3 million.
- * Estimated saving to the client: \$18.3 million.

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I managed this programme from all perspectives, and the results were outstanding, especially considering both the complexity of the work and the incredibly tight deadlines. We're proud to say that this programme – which spanned every EMEA country – not only demonstrated Soitron's reach and capabilities, but also our ability to come in under budget. A rarity in the outsourcing market.

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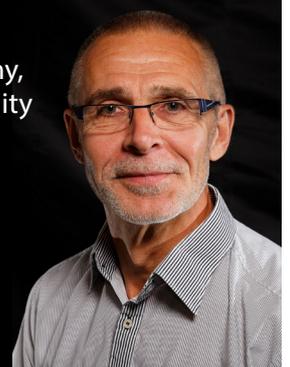
Daniel Olsson
 COO of Soitron UK

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Soitron was our partner throughout this very important programme. The entire company, from project managers through to senior management demonstrated incredible flexibility and commitment to complete this project on time and on budget. Without doubt Soitron's evident ability to do this job was the initial attraction, however as the project progressed, it was their determination which drove this programme to success.

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PATRICK LEGHIE
 HP Enterprise Services



Project Summary

HP Enterprise Services, the largest global business unit of HP, required a pan-European outsourcing partner to deliver a highly-critical managed services project to improve efficiency and generate cost savings for 50 of its key European clients within 18 months. The UK-initiated IT-SMART program involved the standardisation of legacy workflow suites for each of the 50 client businesses, all of which needed either upgrading, re-evaluating or closing down, as well as the archiving of transactional data.

Besides the highly ambitious deadline, this program was also seen as both highly complex and expensive.

Standardisation programmes are not always popular with clients. As such, many of HP's clients saw the migration to the new platform as potentially disruptive. Part of Soitron's role was to minimise downtime and to educate HP's clients on the longer-term benefits of this programme.

Soitron led this mission, and completed it on time and below budget. This proved to save HP \$18.3 million.

Solution

Soitron was responsible for delivering a programme to introduce a more cost effective operations model which would simplify HP's new customer on-boarding process. 50 major complex accounts across Europe were required to migrate to HPSM "HP Server Manager" after three legacy service management platforms were made redundant, and had to do so within a tight 18 month time frame.

Soitron worked on all components of the migration project, from project management of migration teams to working on migrating workflow components to HP's Standard Reference Architecture (SRA). Soitron also

completed data analysis and evaluation to address specific requirements including limitations, CMDB, Case Exchange, Data Analysis, ITIL processes, SRM (Service Request Management) along with directing the on-boarding SMEs and setting up UAT (user acceptance testing).

Soitron's responsibility on the project was escalated as milestones were met ahead of schedule and below budget, and eventually took control of the entire 50 work streams.

Soitron's UK, German, Bulgarian, Czech Republic and Slovakian teams worked together and matched the right team and individual skill base with each of the project milestones. This meant that the best people were brought in and out of the project as required, providing the most efficient way to complete each component of the project.

TECHNICAL DETAILS

Summary of the services supplied by Soitron:

- Project management
- Configuration Management Database (CMDB)
- Case Exchange
- User Acceptance Testing (UAT)
- Data Analysis
- ITIL process
- Service Request Management (SRM)
- HP Service Manager

For the project, Soitron also developed a new SRA component which acted as the legal container for all transactions from the obsolete systems to retain data over a long period of time. This was the first time this component of SRA was produced by a supplier to HP, and not conducted internally.





Achieving the results

HP's goals were clear – standardise 50 major accounts onto HPSM Service Manager within 18 months.

- The overall saving to the client is estimated around \$18.3 million.
- Customers are now serviced on a less complex environment to maintain and support.
- Delivery is based on standardized ITIL processes on a standardized ITSM platform.

Against the assumptions, the IT SMART programme excelled on implementation, efficiency, collaboration with accounts. It was completed on deadline with an underspend of \$3 million.

Soitron successfully achieved these goals through a combination of innovation, teamwork and precise project management.

How SOITRON made it easier:

- Senior and experienced project managers
- Having the ability to scale up at the right time
- Precise project management
- Clear lines of communications

During a major program such as IT-SMART, organisation is vital. Resource management was delegated to the ten project managers in order to share resources over multiple projects simultaneously. This drove up efficiency levels to very high numbers.

The company's capacity to deliver migration projects using the ITIL toolset and on-boarding played an instrumental role in driving this project forward. Close project management set and worked towards milestones and clear deadlines, ensured maximum efficiency and helped to achieve success both financially and to time.

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Hewlett - Packard put us to the test, and we are very proud of our results. Not only were we able to achieve the project goals, we also demonstrated a clear return on investment and savings of more than \$18 million. We really demonstrated our capabilities to deliver across Europe by matching our vast experience and talent pool to deliver efficiencies and benefits across the business.

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Tomáš Turkovič

Director of Outsourcing at Soitron

Why Soitron

Soitron was selected by Hewlett-Packard for this vital project because of:

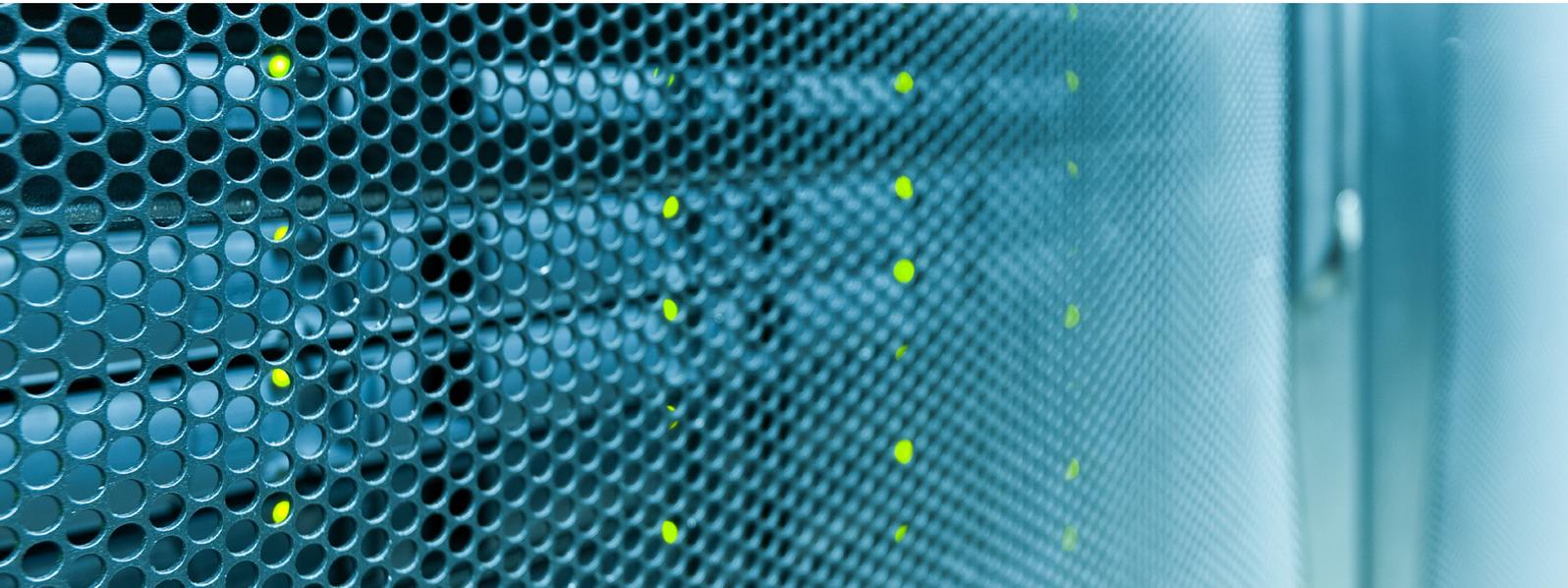
Technical capabilities

Geographical reach throughout the CEE

Previous experience with HP-based outsourcing projects

The highest possible accreditations

Project managers who both listen and deliver



HEWLETT - PACKARD



Hewlett-Packard is the leader in developing technologies and has offices in more than 170 countries in the world. Through its product – technologies and services – its trying to help people and companies to solve their issues and meet their challenges. For more than forty years of presence on the Slovak IT market, HP has received exceptionally strong leadership in terms of total turnover and the width of their portfolio. With wide range of products accompanied with great services, HP gains the favour of enterprise customers, small and medium businesses as well as consumers, directly or through the network business partners. HP operates on the Slovak market since 1967. In 2000 a separate legal entity Hewlett-Packard Slovakia was established, which provides customers with a comprehensive portfolio of services of the world's largest technology company. In February 2003 Hewlett-Packard Slovakia and Compaq Computers Slovakia merged together.

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SOITRON*

Founded in 1991, Soitron is an IT company providing system integrations, Unified Communications, Content Management, Security, IT solutions and Outsourcing services to our clients across the globe.

We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security Management certified company, with operations in the UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 850 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

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