

HCL – Local service – Global Reach

HCL Technologies are a leading global IT services company, with a portfolio of services including software-led IT solutions, remote infrastructure management, engineering and Research & Development services as well as Business Process Outsourcing.

HCL offers its extensive global offshore infrastructure and network of offices in 26 countries providing holistic and multi-service delivery in key industry verticals including Financial Services, Consumer Services, Manufacturing, Healthcare and Public Services.

The Business Issue

HCL Technologies have a number of large outsourcing contracts with global blue chip clients. As part of their service offering, HCL required a reliable service partner who was able to provide all of the break/fix and Desk-side Support Services in scope across more than 100 locations in 51 countries in the UK, Europe, the Middle East and Africa. HCL Technologies turned to a&o to provide all of these IT services based upon their position in the UK and international markets.

The a&o Approach

a&o engaged a transition team led by a PRINCE2 trained Principle Project Manager from their Project Services team, to manage a smooth transition of service from HCL's incumbent provider, IBM. The requirements included the upgrading of a&o's existing customer support centre to a 24x7 operation due to the diverse time zones the customer was operating.

As part of the transition project team, a&o assigned two 'Partner Co-ordinators' during the transition. The role of this team was to work with each prospective service partner and a&o's contracts team to ensure that the right partners were engaged in each location and contracts were agreed in time for the scheduled go live of service.

Call Centre agents were trained on Nokia's Helpdesk system, to enable them to provide call management and reporting. Five members of staff and a number of engineering resources were transferred after a consultation with Nokia across the international sites.

These experienced engineers were based on some of the larger sites and factories around the world and a&o engaged directly with the incumbent service partner or facilitated transfer of these employees to a&o's existing service partners.

At each step of the transition process, regular reporting and correspondence took place with the HCL project team to ensure the project ran smoothly.

a&o now provide services for two of HCL clients: BAT and Nokia. BAT is a small scale IT break/fix contract across three European countries. Nokia had chosen HCL to outsource the support of their entire IT infrastructure, including data centre services, help desk, remote management and desktop break/fix services.





Key Benefits

Key benefits for HCL include:

- A 'One Stop Shop' service partner who can deliver globally
- An experienced partner to support projects utilising industry best practice
- A provider who can consistently meet very demanding SLA's
- Service delivered at an affordable price
- A solution that delivers a high quality service
- An organisation that is receptive, easy to deal with and who understands the challenges of a global organisation
- The retention and transfer of key resources ensuring HCL continued to provide a high technical level of BAU post transition
- A flexible service allowing the customer to:
 - Avoid unnecessary cost
 - Cope with sharp increases in volume
 - Deliver Project Services at short notice

Services Featured

Hardware Maintenance including support of:

- Desktop and peripherals
- Desk-side software support
- Laptops
- Mobile phones
- Active LAN components
- Printers
- Loss Theft and damage calls
- Installations, Moves, Adds and Changes (IMAC)
- Project Deployments
- Project Management and Co-ordination

Technology Featured

- HP, Dell and Lenovo Desktop and laptop PC's (Nokia's complete desktop and laptop estate in the designated locations).
- Complete range of Nokia Mobile Devices
- 'Hands and Eyes' first-line support for active network components.
- *(All printers are out of scope and managed through a direct contract with Xerox)*