

## HP & the Department for Work and Pensions

### Delivering a quality service at an affordable price

*The Department for Work and Pensions (DWP) is the largest UK government department. It was created in 2001 from the merger of the employment remit of the Department for Education and Employment & the Department of Social Security; it is headed by the Secretary of State for Work and Pensions.*

*The DWP has approximately 120,000 employees across more than 1,000 sites using over 140,000 IT devices. It delivers customer services through three operational organisations: Pension Service, Disability and Carers Service and Jobcentre Plus.*

### The Business Issue

DWP changed its Managed Desktop provider in 2005 requiring a new provider of field-based-hardware maintenance services. Due to the significant demands of such a widely distributed user community DWP required a field services partner who could deliver a consistent, high quality service at a competitive price - enabling HP EDS to focus on their own key challenges and relationships with their customers.

### The a&o Approach

a&o provided a comprehensive solution that met DWP's requirements, which ensured the desktop provider HP Enterprise Services (HPES) consistently meet their service levels with the DWP over the period of the prime desktop contract.

The DWP IT estate consists mainly of desktop PC's with around 10% of the users working on laptops. In addition to the PC's, a&o were required to support servers, the printer estate, desktop peripherals and the DWP Jobpoints – these self serve terminals are located primarily in the Jobcentre Plus sites where end users are able to search for employment without requiring support from the onsite staff.

In 2005, a&o took over the maintenance of this estate, resolving approximately 5,000 calls a month, utilising state-of-the-art dynamic scheduling tools and a UK-wide engineering field force. a&o were asked to meet a very challenging 98% target against all service levels with a&o engineers attending service calls as far apart as Lands End and the Outer Hebrides.

In addition to hardware maintenance, a&o worked closely with the Desktop Services team in HPES to respond to service requests and IMAC's. This service is also supported by a dedicated Business Development Manager, Service Delivery Manager, Account Team and a Call Centre that are familiar with the DWP estate.

Further utilising a&o's skills and experience on the DWP account, a&o were asked to manage many of the key DWP IT projects which they have done very successfully over the last five years. a&o base their project services on PRINCE2 methodology and have a team of experienced Project Managers who have worked on the DWP account over the last 24 months managing complex projects within time and budget. By working closely with the DWP, a&o are able to bring new ideas on how to improve performance and consistently challenge ways of working, with a view to delivering further efficiencies and cost savings.





## Key Benefits

Key benefits for DWP include:

- Service delivered at an affordable price
- A solution that delivers a high quality service
- A flexible service allowing the customer to:
  - Avoid unnecessary cost
  - Cope with sharp increases in volume
  - Deliver Project Services at short notice
- A service partner who can deliver UK-wide
- A provider who can consistently meet very demanding SLA's
- An organisation that is receptive, easy to deal with and who understands DWP's challenges
- An experienced partner to support projects utilising industry best practice

## Services Featured

Hardware Maintenance including support of:

- Desktop and peripherals
- Laptops
- Jobpoints
- Servers
- Printers
- Loss, theft and damage calls
- Installations, Moves, Adds and Changes (IMAC's)
- Project Deployments
- Project Management and Co-ordination

## Services Provided

### Service Summary

#### Hardware Maintenance

a&o provide the following core services for the DWP account:

- Call Centre services
- Deskside Support Services
- Service Request/Special Service Requests
- IMAC's
- Desktop & Laptop software (Core Builds Only)





Hardware Break-Fix relating to client approved products, including but not limited to:

- PCs
- Printers
- Laptops
- Servers
- Monitors
- Job Points
- Monthly service level reporting
- Monthly service reviews
- Trend analysis
- Invoicing
- Service delivery team
- Courier service
- Warranty management
- Tape Changes
- Password resets

## Project Services

a&o deliver medium-to-large scale technology projects within defined timescales, budgets and with minimal risk. a&o are experienced in delivering technology projects to timescales and budgets, whilst ensuring that the risk to business continuity of the project is minimised.

Over the last 6 years a&o has delivered the following DWP Projects:

### TREDSS (Transforming EDS Services) Project

- The DWP TREDSS project was the second largest deployment in the world, after the US Navy
- The deployment included 150,000 desktops, 9,000 laptops, 7,000 jobpoints and 1,500 servers across 1,400 sites
- For a 3 week period within the project, a&o were deploying 1,000 machines a day
- Delivery of the TREDSS Project was undertaken in two phases over a period of 16 months.
- The project saw desktops, laptops and Jobpoints plus monitor arms and Kensington Locks deployed successfully throughout the estate in accordance to the HP EDS schedule

### DWP London Head Office Moves

- a&o assisted the DWP in reducing the number of offices in the London Head Office Estate, from five sites with 3,000 people to just two sites (Caxton House and Adelphi)
- The moves were high-profile as it was an important initiative with potential impact on the user community, so risks were actively managed
- The moves were split into four phases, all completed on-time within 12 months and to quality criteria



### Other Projects include:

- Economic Downturn project 2009
- Jobpoint Refresh Programme
- Laptop Refresh (3 phases)
- Monitor Refresh
- Server Decommissioning