



ISS Solutions-GlobalServe Collaboration Provides All-Inclusive Support to Worldwide Manufacturer of Food Products



SNAPSHOT

Company: Worldwide Manufacturer of Food Products

Headquarters: North America

Business: A worldwide manufacturer of food products, employing tens of thousands of employees located in dozens of countries.

OVERVIEW

Challenge: Find a quality-focused and cost-efficient Information Technology (IT) service provider capable of meeting global purchasing, asset management, and IT service requirements, while providing 24 x 7 x 365 technical support.

Solution: Engage the ISS Solutions-GlobalServe Collaboration to standardize global purchasing procedures and realize cost savings while receiving comprehensive, reliable IT support.

Benefits:

- Acquired comprehensive services to meet complex IT global purchasing and infrastructure support needs
- Streamlined worldwide operations through consistent reliable support
- Reduced expenses by 15% while meeting 99% Service Level Agreement requirements

Providing IT support for a business that spans dozens of countries and generates tens of billions of dollars in revenue annually is no easy feat. — By partnering with ISS Solutions and GlobalServe, the Worldwide Manufacturer of Food Products has all their complex global IT needs met with excellent service.

To be successful within the global food industry these days, a business must be able to rely on up-to-date, streamlined technology. If something goes wrong they must have quick, responsive technicians ready and available. The Worldwide Manufacturer of Food Products has acquired security within both of these arenas through working with ISS Solutions, and more specifically, through the ISS Solutions-GlobalServe Collaboration.

Acquired Comprehensive Services to Meet Complex Global Purchasing and IT Infrastructure Support Needs

When a manufacturer is large-scale and global, its IT product purchasing and service needs can be complex. The Worldwide Manufacturer of Food Products prefers to partner with independent service organizations within each country. However, they also must demand consistency of service and leverage their global buying power.

The ISS Solutions-GlobalServe Collaboration allows them to achieve these goals. The Worldwide Manufacturer of Food Products has integrated a unique enterprise software system for supply chain and service management that embraces local, country-specific product delivery and service partners. GlobalServe provides software and global

consistency while ISS Solutions provides the people, products, and services in the United States. ISS Solutions provides the Worldwide Manufacturer of Food Products with a broad range of services, including technology acquisition, contact center, reverse logistics / depot repair, staffing, and nationwide field services.

To keep their business running smoothly, the Worldwide Manufacturer of Food Products invests in a broad range of technological devices through ISS Solutions—everything from servers, PCs, and laptops, to networking devices, software, add-on components, and printers. ISS Solutions and other GlobalServe partners located outside the United States provide all IT purchasing on a global basis.

The Worldwide Manufacturer of Food Products employs a diverse and wide-spread workforce. In the United States, some associates work from home and mobile offices. To help keep these workers productive, ISS Solutions provides an integrated contact center and reverse logistics / depot repair service. A typical home office setup includes a computer with broadband wireless connectivity via a router to the local end-user's Internet Service Provider, a printer, and a remote hard drive for data backup and restoration. Mobile associates also may require connectivity support while working from hotels or wireless hot spots.

ISS Solutions' Pennsylvania-based depot repair facility is



The Worldwide Manufacturer of Food Products procures HP ProLiant high-availability clusters and 24 x 7 x 365 support from ISS Solutions.

the central point for device inventory, distribution, and repair. When associates' equipment is determined to be defective, ISS Solutions' technicians tap into an inventory of spares, swapping a working device with the defective one.

To supplement the Worldwide Manufacturer of Food Products' own workforce, ISS Solutions' staffing employees perform work on-site and where they are needed. ISS Solutions' experts range from desktop, network, and software analysts to programmers, project managers, and trainers. The Worldwide Manufacturer of Food Products knows that they can count on technical specialists provided through ISS Solutions, and they have been so impressed that each year they convert many into their own associates.

On-site desktop support, which ISS Solutions provides to the Worldwide Manufacturer of Food Products in multiple United States locations, is where friendly technicians interact with and respond to individual user needs. Additionally, server support is extremely critical to effective business operation. The Worldwide Manufacturer of Food Products has thousands of servers, supporting tens of thousands of associates worldwide. ISS Solutions plays a lead role in assuring the uptime of these mission-critical servers. Technical specialists are available 24 x 7 x 365 to maintain and repair machines running Windows Server, Linux, and Hewlett-Packard UNIX operating systems. While providing these day-to-day and critical support services, the ISS Solutions-GlobalServe Collaboration also reduced the client's call management time by providing a single point-of-contact for global IT support.



Streamlined Worldwide Operations through Consistent Reliable Support

How do you maintain IT assets on a worldwide basis? Managing a corporation in dozens of countries can become disorganized and unnecessarily expensive when operations aren't optimized. The Worldwide Manufacturer of Food Products encountered this dilemma before choosing the ISS Solutions-GlobalServe Collaboration. Maintaining separate Purchasing departments for every country was inefficient, expensive, and labor intensive. The Worldwide Manufacturer of Food Products sought IT standards, accurate visibility, and control over their IT transactions on a worldwide basis.

The Worldwide Manufacturer of Food Products chose the ISS Solutions-GlobalServe Collaboration as their global supply chain management solution. GlobalServe provided their OneSource enterprise software tool, which catalogues IT product pricing for all sites worldwide, adjusting and converting individual countries' prices to reflect local currency, sales and value added taxes, and tariffs. Through OneSource,

the Worldwide Manufacturer of Food Products has improved asset management, global equipment standards, pricing, OEM forecasts, and service tracking globally.

Jamal Khan, CEO of GlobalServe says, "The ISS Solutions-GlobalServe Collaboration offering provides a unique model for global product procurement. We have developed a global catalogue that allows the customer to define, implement, and enforce standards in multiple geographies, while still using local in-country suppliers to fulfill and manage orders."

Now, the Worldwide Manufacturer of Food Products runs in a more efficient, productive, and organized manner. They

have reduced the time it takes to manage vendors and invoicing, and have even consolidated global spend reporting. They have optimized cost and performance efficiencies in how IT products and services are procured, managed, and supported globally. The results are lower cost around procurement, faster and improved delivery of IT assets and services globally, and complete visibility of transactions for informed decision-making.

Reduced Expenses by 15% while Meeting 99% Service Level Agreement Requirements

Must contracting a comprehensive IT service provider for a global business come with a burdensome price tag? The ISS Solutions-GlobalServe Collaboration gives value to the Worldwide Manufacturer of Food Products in many ways, from negotiating with manufacturers for better equipment costs, to using OEM forecasting to receive better future pricing, to increasing the efficiency of IT buyers. The ISS Solutions-GlobalServe Collaboration also provides many services to the Worldwide Manufacturer of Food Products, working as their U.S. Value-Added Reseller, providing technical support by phone and in person, and working with GlobalServe to manage all assets worldwide. Yet, through



ISS Solutions provides 24 x 7 x 365 support for mid-range HP 3000 and HP 9000 servers, and high-end HP Superdome servers.

the ISS Solutions-GlobalServe Collaboration, the Worldwide Manufacturer of Food Products has saved a significant amount of money.

Jamal Khan sees the financial advantage as key to the Worldwide Manufacturer of Food Products. "The success story for the Worldwide Manufacturer of Food Products was primarily around their ability to realize a 50% cost reduction in HP UNIX services and a 15% cost reduction in the overall solution offering, while maintaining service levels," explains Mr. Khan. To meet 99% of Service Level Agreement requirements for service transactions and product procurement, while saving 15% on costs, is a lofty dream for some; it is reality for the Worldwide Manufacturer of Food Products. "Through the ISS Solutions-GlobalServe Collaboration, the customer clearly has realized significant cost savings."

"With ISS Solutions you know what you're getting. There are no gray areas. It's a company that is very much dedicated to the ethos of customer satisfaction. It permeates the organization. We would certainly recommend ISS Solutions to all of our customers, and we have."

— Jamal Khan, CEO, GlobalServe



About GlobalServe

GlobalServe, Inc. is the premier provider of global information technology, supply chain and complete IT life cycle management. GlobalServe offers worldwide IT supply, support, and savings, which is globally managed but locally delivered. GlobalServe enables customers to procure, deploy, and support technology assets or services in any country, any currency, and anytime from anywhere in the world, resulting in significant savings.