



Comspective

Communications and Contact Centre Strategy

Case Study

Major Global Printer

Situation and Challenges

The European operation of the world's largest global printer had, through several acquisitions, grown from US\$300 million to a US\$1.4 billion organisation. This had brought many integration challenges, especially as the acquired organisations had themselves grown through acquisition, but without any previous consolidation. The European operations consisted of 130 locations across the region, over 30 WAN providers and premises-based computing at almost every site.

The first challenge for the newly-formed European shared service IT organisation was to provide a consolidated infrastructure to:

- a) gain significant cost savings and
- b) provide the business with an agile platform from where the real advantages of the acquisitions would come from.

Approach

Due to tight timescales for integration and the pressure for the business to gain quick efficiencies from the acquisitions, the consultants were asked to:

- Work with the senior business and IT team to produce and present a business case with an ROI over 12 months to implement:
 - A single managed MPLS solution
 - 2 Tier 4 Data centres in two European locations
 - a single holistic VoIP solution
- Lead the formal RfP process for the 3 projects through to contract signature and assist with



project implementation.

- Work with the Corporate IT organisation in the United States to create global standards for network and voice design.
- Assist the CTO with a new European-wide IS strategy.

Results

- Successful sign-off on the business case from the global CIO and CFO.
- Through a formal RFP process, identified a single managed MPLS provider, reducing 30+ WAN vendors to 1. Savings of over US\$1.5m which included a massively increased level of service (from an unmanaged network to a managed service) and complete hardware refresh.
- Through a formal RFP process, identified and negotiated contracts with a data centre supplier to provide two tier-4 data centres in London and Amsterdam.
- Successful approval on the European VOIP strategy and negotiated significant discounts on the VOIP platform.

Programme managed and provided design consultancy for the successful implementation of the MPLS network, the data centres and the Avaya VOIP solution for 7,000 users.