

Case study

Helvetia Schweiz chooses HP for its workplace roll-out



Insurer won over by HP complete solution with all hardware and services from a single source

Industry

Insurance

Objective

Fast roll-out of a new, simple notebook infrastructure with excellent performance

Approach

HP assumed complete responsibility for the entire duration of the hardware replacement project, covering all services for the full life cycle of the devices

IT matters

- Employees in the IT department can rely on the professionalism of HP as a comprehensive service partner across the entire lifecycle of the laptops

Business matters

- Smooth device migration to ensure continuity of service
- Increased productivity by using high-performance hardware with the latest technology
- Increased employee satisfaction by using lighter, faster devices



“With HP as the prime contractor for our new clients, we get all the services we need from the same supplier. This covers everything from configuring the laptops at the factory to on-site services such as staging and installation. This means that the time it takes from ordering to receiving our personalised clients is now much shorter.”

– Marcel Funk, head of corporate IT operations, Helvetia Versicherungene



Mobility in every situation

Helvetia has provided its entire Swiss workforce with HP EliteBooks. The company was looking for devices that were not only lightweight with excellent performance, but that were also able to be rolled out across all of its main sites and branches incredibly quickly. The process of procuring the new devices was made much faster as Helvetia chose to use HP as its prime contractor across the entire supply chain. This close relationship meant that Helvetia was able to safeguard against all of the schedule, quality and cost risks associated with the roll-out. HP coordinated all services, from device configuration at the factory to on-site services such as staging, installation and dealing with the old devices.

Customer solution at a glance

Hardware

- HP EliteBook 810
- HP EliteBook 840

HP services

- Configuration services
- Rollout and rollback services via local HP Partner

Challenge

150 years in the insurance industry

With 750,000 customers and 2,500 employees, Helvetia Schweiz is one of Switzerland's leading insurance providers. The quality-focused company covers all sectors of the industry, providing private and company pensions, non-life insurance and mortgages. Helvetia is part of a strong group which also operates in Germany, Italy, Spain, Austria and France. The company's long history began with its foundation in 1858. Its headquarters has been in St. Gallen, Switzerland ever since.

One hundred and fifty years on, the way its employees work has certainly changed a little. Field service representatives now need to have their office, including their computer, with them at all times and the managers who develop new insurance models need to be able to work on the go. To ensure all of its Swiss employees had the right equipment for their needs, and that new hardware could be rolled out smoothly, Helvetia was looking for a strong IT partner.

Solution

Mobility

"One hundred per cent of our computers are laptops," explains Marcel Funk, head of corporate IT operations at Helvetia. This is because all of the company's employees are essentially mobile – the field service representatives travel from their home offices to customers and the agency, and Helvetia's managers also have to travel across Switzerland or to other parts of the insurance group. Helvetia operates 35 general agencies in Switzerland alone.

Helvetia chose two different mobile devices. The HP EliteBook 840 is the standard client. This business ultrabook features a 14 inch matte LED screen and fast solid state disk (SSD). The employees also have the option of the HP EliteBook Revolve 810. This convertible laptop can also be used as a tablet PC with either multi-touch or stylus inputs. The screen is a compact 11.6 inches.

Both of the laptops selected by Helvetia use the innovative HP Slim Side docking station and can be used flexibly with two external screens. Helvetia chose to purchase a HP Care Pack to extend the three year standard guarantee to four years, which gives the company a clearer view of the planned lifecycle of the new fleet.

Pre-configuration at the factory

The Switzerland-wide roll-out of the 2,700 clients (of which 300 were the convertibles), covered the Helvetia headquarters in Basel and St. Gallen as well as the regional general agencies. HP was able to pre-configure the devices to meet Helvetia's specific requirements before they left its factory.

Selected HP roll-out partners then delivered the devices in defined batches to the Helvetia headquarters, where they also provided additional services such as charging them and adding them to the inventory. On each roll-out day, the devices were transported to the Helvetia office where they would be installed and personalised. The employees were also given a short training session before the old devices were taken away. The HP service covered the disposal of the old devices including the destruction of the data on them.

Benefits

Faster, lighter, more secure

"If you have to travel a lot, especially by plane, a small device is much more practical," says Funk. "These employees mainly chose the business convertible with the 11.6 inch display. The field service representatives find having a larger screen is more important as this makes customer presentations more effective. In the office on the other hand, the screen size doesn't matter as each employee has a large second screen." The changeover was doubly beneficial for the field service representatives as the HP EliteBooks are up to 50 per cent lighter and much slimmer than their previous standard laptops, without affecting the user experience. "The weight reduction was a key requirement for our field team," explains Funk. "HP was able to fulfil this with their new laptops. And the SSDs mean that the performance of the clients is much higher." Helvetia employees notice this as soon as they switch on their devices. "The boot process now takes just 12 to 13 seconds," says Funk. "All I can say is: the staff are happy."

Another important feature for Helvetia was the encryption of the integrated SSD as a lot of important customer data is stored on the clients. HP had this specific requirement in mind right from the planning stage. The lead times to the on-site roll-outs were planned separately for each individual site or department. Actively involving the local Helvetia front-facing support teams in the roll-out process also ensured that the on-site services would be of the desired quality. "I was very pleased that everything went so smoothly across the board, and that any negative effects on our employees were minimal," says Funk. "We are maintaining the fast roll-out process so that replacement devices can be delivered faster than was ever possible in the past." A pre-staging process is carried out at the Helvetia headquarters before the devices are delivered to the general agencies. "Now the only part of the client setup that needs to be done on-site is the personalisation," says the head of corporate IT operations.

Uwe Bartsch, head of operations & development and member of the management board at Helvetia Schweiz, also draws a positive conclusion: "I have rarely seen such a smooth device replacement process. And the new devices are getting nothing but praise from everyone involved."

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