

Case study

PCM

HP Financial Services helps PCM Accelerate Growth with Differentiated Solutions



Organization

PCM

Country

US

Industry

Cross Industry

Deal Size

\$7 million in volume per year

Company Size

- 600 specialists
- 1200 technical professionals

HP

- Desktops
- Laptops

HP Financial Services

- HP FMV leasing
- Pre-provisioning Solution



“To truly have a differentiated solution in today’s crowded market requires more than simply providing the lowest cost technology option. These are things customers now expect. Differentiation is defined by your ability to provide customers with the best end-to-end solution, services and expertise that delivers on their current and future need to create business value. HP Financial Services helps create that long term value and differentiation our customers look for from PCM. With HP Financial Services we can bring our customers a level flexibility that we otherwise couldn’t provide giving them the investment options they need to acquire our solutions on their terms.”

– Kris Rogers, executive vice president, PCM Solutions

Organization profile

PCM is a leading provider of comprehensive technology and service solutions for the small, medium and large enterprise segments along with state, local and federal governments and educational institutions. With access to over 300,000 IT products, PCM provides a full range of end-to-end capabilities that include logistics, IT consulting and implementation services delivered by more than 1200 technical professionals.

Business situation

With an evolving customer base that was increasingly moving toward a new way of utilizing technology, PCM needed to quickly transform their business model to better support their varying customer needs. This meant implementing more of an end-to-end solution approach that extended beyond the technology to include services and investment expertise throughout the transition process. Enhancing the flexibility, scalability and overall agility of their offers was also vital to ensuring solutions could be tailored to their customers unique business needs.

Solution

As a strategic partner, HP Financial Services worked closely with PCM to understand their customer needs and develop an end-to-end solution that could meet their evolving requirements. With enhanced investment flexibility and access to a wide array of

financial resources and expertise, PCM was able to help customers quickly acquire the IT solutions bundles they needed through the differentiated service offerings delivered. This helped PCM create long-term value that lead to repeatable customer business.

Benefits

- Investment expertise, experience and capabilities that helped differentiate services delivered
- Single end-to-end solution that was easy to access and flexible to meet various customer needs
- Open door access to HPFS experts to help create unique solutions and go to market initiatives.

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