

Case study

Barclays delivers flexible support for 100,000 staff



HP delivers vital services to bank

Industry

Financial Services

Objective

Deliver efficient hardware support for desktop PCs, laptops and other mobile devices in UK and US

Approach

Launched competitive tenders for service providers

IT matters

- In 2015, HP successfully dealt with 24,758 break/fix incidents and 63,174 requests for support
- HP consistently over-delivers on its 90 per cent SLA delivery target, achieving figures of 97 and, in some cases, 98 per cent
- Support is provided for 72,000 workstations, 17,000 laptops, 54,000 desktops and hardware issues for iPads®, BlackBerrys and other mobile devices

Business matters

- Hardware support service has brought cost savings for Barclays
- Effective equipment support increases staff efficiency and improves customer service
- Barclays benefits from HP's hardware expertise, logistics network, size and scale



“This HP contract has unified our service delivery model and has improved the services we can provide to the end user on a daily transactional basis. In turn this means that staff can offer a much more efficient service to Barclays’ customers.”

– Neil Wales, director and head of distribution and estate management, workplace & user experience, Barclays



Barclays and HP solve logistical challenges

Global financial services provider Barclays needed to deliver hardware support for over 140,000 desktop PCs, laptops and other mobile devices used by its UK and US staff. This was a massive logistical challenge so Barclays implemented a solution that is provided by HP Customer Service and Support.



Challenge

Logistical nightmare

Technology is the life blood of modern business and at the forefront are the desktop PCs, laptops and mobile phones we all use on a daily basis. Their failure can bring work to a halt so effective support is vital but when thousands of units are involved, that can be a costly logistical nightmare.

Major global financial services provider Barclays knows the problems all too well because it operates in over 50 countries and employs more than 130,000 people. With a 325-year history, it is engaged in personal, corporate and investment banking, credit cards and wealth management and has an extensive presence in Europe, the Americas, Africa and Asia.

In the UK and USA Barclays needs to support more than 140,000 devices used by approximately 100,000 staff.

“If we had no support service for these machines we would have customers unable to perform transactions in the retail banks and interruptions to back office functions or front office trading,” says Neil Wales, director and head of distribution and estate management, workplace & user experience with Barclays.

“Because of the logistics and scale of our organisation we decided that an external partnership was the best solution. That would enable us to get the benefit of a global supplier who is a class leader. We wanted to benefit from their logistics network, their size and scale. Barclays would then not have to run vans up and down the country delivering PCs and that would leave us free to concentrate on our core skills.”

Solution

Partnership service delivery

Following competitive tenders, Barclays decided that HP was the best fit for its needs and that was the start of an engagement that is entitled Acer and that has grown over eight years. The initial contract was in 2008 when HP used a third party to provide services for Barclays Wealth. In 2010 an expanded contract added the Investment Banking arm and in 2014, HP won a new contract covering all Barclays' business streams including Investment Banking, Retail, Wealth Investment Management, Corporate and Branch. In 2015 HP initiated 'in house' service support for Barclays and the contract has recently been renewed until the end of 2017.



Wales says: “I was looking for rationalisation of the service; economies of scale and logistical benefits. We were aiming for continuous service improvement with the benefit of someone who is a leader in the hardware field. With this most recent competitive contract renewal, we chose HP again because they were an incumbent in some other areas so they understood our needs and our requirements and they priced themselves well against that. Balancing the service versus the cost would ensure that we were getting value for money and that we were also getting the service improvements that were required.”

More than 80 HP staff now look after all the Barclays franchises across the UK and offshore islands and at six locations in the US. Barclays runs its own general service desk in Lithuania from where all hardware-related calls are directed to a nucleus of 20 HP agents. A further 64 HP resident engineers work from various Barclays locations to support four main campus sites, 13 Barclays manned sites, 51 remote sites and around 1,450 High Street branches. The operation is overseen by an account delivery manager, two service delivery managers and a service desk lead.

Support is provided for 72,000 workstations, 17,000 laptops and 54,000 desktops and HP also deals with any hardware issues concerning iPads®, BlackBerrys and other mobile devices. The service is replicated in the US where support is also provided for Citrix virtual desktops.

The duties include break/fix, swap unit stock management, hardware staging and Installs, Moves, Adds, Changes & Disposals (IMACD). Response and resolution times are governed by stringent Service Level Agreements (SLAs) that are designed to meet Barclays’ directives for service quality. For front office issues at fixed sites the required response time is 15 minutes with two hour problem resolution and for back office, 30 minute response with four hour resolution. At remote sites, response is 30 minutes with eight-hour resolution and at branches, resolution is before 12:00pm on the next business day. The requests service includes such things as hardware accessories, virtual desktop issues and changes required for new joiners and leavers and has a four-hour response SLA with resolution in three working days.

Customer solution at a glance

HP Services

- Hardware support and helpdesk from HP Customer Service and Support EMEA

Benefit

Over-achievement on SLAs

In 2015, HP successfully dealt with 24,758 incidents and 63,174 requests for help. It is contracted to hit 90 per cent of its SLAs and it over-delivered by achieving an average of 97 per cent on incident response times and 96 per cent on resolutions. In some instances this rose to 98 per cent.

“We get regular and continual positive feedback on the service and the HP staff. It is always delivered with a high level of customer focus and HP is over-achieving in every SLA.”

– Neil Wales, director and head of distribution and estate management, workplace & user experience, Barclays

“The HP contract has delivered good value for money and financial savings which make it a worthwhile exercise for Barclays but the main thing was that the saving were achieved along with the wider implications of service improvement that we expected to see from a service of this kind,” says Wales.

“HP offers a flexible service. We have used them for additional work over and above the contract and they work with us well to match our requirements no matter what the project goal is and still maintain their existing service. That flexibility along with partnership and the willingness to adapt to the business needs of the bank are all fine. Service delivery is consistent and is improving across all locations which is one of the key drivers and again that is good.”

Learn more at hp.com/go/daas

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

iPad is a trademark of Apple Inc.

4AA6-6011EEW, June 2016

