Case study

Raiffeisen Switzerland relies on HP for its workplace rollout

HP's packaged solution of hardware and services impresses banking group

Industry
Financial services

Objective
Fast rollout of PC workstations in accordance with specific requirements

Approach
HP took full responsibility for replacing the hardware and provided additional services to ensure that all of the bank's needs were met throughout the duration of the project

IT matters
- Employees in the IT department were able to rely on the professionalism of HP as a comprehensive service partner throughout the project
- Internal IT resources were freed up to carry out more important tasks
- Additional security measures were put in place to ensure data protection during the rollout, and the company ensured that the old devices were removed securely

Business matters
- Smooth project management ensured continuity of service
- Productivity has increased thanks to high-performance hardware fitted with the latest technology
- The flexible, tailor-made solution has ensured high employee satisfaction

RAIFFEISEN

"HP acted as the general contractor for the staging and rollout services, and the company truly exceeded our high expectations. We now have a consistent, tailored solution – from hardware custom made for us at the factory to functional workstations for Raiffeisen staff at all of our locations across Switzerland. HP really impressed us with its excellent project management, willingness to cooperate and flexibility."

– Marco Keel, head of digital workplace & collaboration services, Raiffeisen Switzerland Cooperative

A smooth rollout

The Raiffeisen Switzerland Cooperative bank has modernised staff workstations at both its headquarters and its branch offices. HP installed and commissioned a total of 7,200 monitors, followed by a further 800 PCs and monitors, in 700 locations across Switzerland. HP's professionally coordinated rollout service also included providing short training sessions for the staff and ensuring that the old devices were disposed of securely. The whole process took just three months to complete.

Challenge

A fast rollout to keep employees happy

The Raiffeisen Group is Switzerland's leading retail bank. It is the third largest bank in the country, with 1.9 million cooperative members and 3.7 million clients. Its total assets currently amount to some CHF 219 billion. The Raiffeisen Group is represented at 955 locations throughout Switzerland. Together, the 270 legally autonomous Raiffeisen banks form the Raiffeisen Switzerland Cooperative, which has its headquarters in St. Gallen. The company is the strategic leader of the entire Raiffeisen Group, and as such, one of its duties is ensuring that all of its offices have effective IT infrastructures, including PC workstations.

"We carried out the rollout with HP due to the tight deadline and in order to bridge our own staffing gaps. We had an excellent experience working with the company," explains Marco Keel, head of digital workplace & collaboration services at the Raiffeisen Switzerland Cooperative.

The Raiffeisen Switzerland Cooperative recently planned to carry out two significant rollout projects within just a few months of each other. The first involved replacing 6,300 monitors at Raiffeisen bank sites across Switzerland. The bank decided to source the devices from HP. However, the company was not the bank's only option when it came to choosing a provider to carry out the rollout, a process which included warehousing, unpacking, waste disposal, on-site installation and removal of the old devices. The IT team had received a number of offers from other service providers. But they were very happy with their decision to choose HP.

Solution

Complete rollout fulfilment from HP

When it came time to roll out the new workstations at the Notenstein La Roche Private Bank, a subsidiary of the Raiffeisen Group, HP was the obvious choice. The St. Gallen-based private bank was taken over by the Raiffeisen Group in 2012 and had until this point continued using its own IT systems. In order to establish stronger synergies within the banking group, the decision was made to homogenise the IT infrastructure, meaning that around 800 PCs and monitors currently in use by staff at Notenstein La Roche's 13 Swiss offices would have to be replaced.

The schedule for the rollout was tight. There were just 2.5 months available from the initial discussions to the end of the project. "The most important factor in this rollout, apart from the timely delivery of the PC workstations, was to ensure a high level of customer satisfaction – the customers in this case being Notenstein La Roche staff. We wanted to ensure there was as little interruption to their work as possible," says Keel. "HP did both brilliantly well."

Customer at a glance

Hardware
• HP monitors

• HP desktop PCs

HP services
• Warehousing

• Staging

• Rollout

• Rollback

About Polysys
Polysys is one of Switzerland's leading service providers in the field of device and replacement parts logistics. The company specialises in order and warehouse management, transport management, specialist transport, pre-installation, configuration, after-sales support services and project implementation. Polysys is part of Schweizer Planzer Transport AGm, which employs a total of around 4200 staff. Polysys itself employs approximately 250 people.

Benefits

HP's flexibility keeps the project on schedule
"HP was very flexible – both in terms of working hours, which we adapted to suit the individual situations with regard to the employees, and in terms of changes during the project," remembers Keel. As a result of decisions made higher up the chain, the scope of the project had had to be revised downwards at short notice.

HP agreed the process and all of the deadlines for the rollout together with the Raiffeisen Switzerland Cooperative IT team and HP partner Polysys. The company had worked with Polysys previously on the monitor rollout project, and again tasked the team with the logistics and on-site services (rollout/rollback) for this operation. Again, this included warehousing, unpacking, waste disposal, on-site installation and removal of the old devices.

"Ensuring that the new PCs with our software installed on them were transported safely, and that the old devices were taken away securely afterwards, was particularly important to us as internal data is or was stored on them," remembers Keel. "HP made all of the necessary arrangements, including lead sealing the old PCs before they were transported to our central warehouse."

The rollout team carried out all of the associated services, from loading the hardware with software and images (staging) and physical on-site installation to dealing with the old devices as agreed with Raiffeisen Switzerland. On each rollout day, the devices were transported to the offices for installation and customisation, and the employees at the sites were given a short training session before the old devices were taken away.

"HP acted as the general contractor for all of the rollout services, and the company exceeded our high expectations," says Keel."We now have a consistent, tailored solution – from hardware custom-made for us at the factory to functional workstations for staff at all of our locations in Switzerland. HP really impressed us with its excellent project management, willingness to cooperate and flexibility."

Learn more at
hp.com/go/daas