

Case study

Universidad Andrés Bello, Chile

Improving IT service response time and customer satisfaction with HP Device as a Service (DaaS)



Industry
Higher Education

Objectives

- Manage hardware, software and security needs for university devices across multiple campuses and cities
- Elevate service and support levels for users as today's digital natives have higher expectations for 'always on' productivity

Approach

Using HP DaaS, UNAB improved hardware support and service, analytics, and endpoint management for 2,500 devices

IT matters

- Helpdesk call and ticket volume reduced by half
- Combined hardware and device lifecycle services boost efficiency and free IT staff to focus on the University's education priorities
- Security tools protect device data
- HP DaaS, proactive management capabilities and device health monitoring support effective, data-driven decision making
- Dedicated HP Helpdesk speeds response time to more than 3,000 helpdesk requests per month

Business matters

- Improved service and support ensures reliable access to devices by various groups of users at all university locations
- Faster response times enable students and staff to resolve problems quickly and focus on their education and research
- Cohesion and consistency for devices, services and support across multiple campuses, backed by collaboration with global industry leader, HP
- Predictable costs with one monthly per-device price optimizes IT budget



“HP DaaS has improved the way we manage and support devices for our students and staff, making it possible to respond more quickly when they're experiencing problems. We've also been able to free our IT team to focus on improving key educational services such as distance and online learning.”

— Rodrigo Loyola Armijo, Director of Technology and Information, Universidad Andrés Bello

UNAB deploys HP DaaS to optimize a complex digital learning environment

Managing thousands of notebooks and desktops while ensuring all software and security protocols are up to date is challenging and time-consuming. Universidad Andrés Bello (UNAB) turned to HP Device as a Service (DaaS), which provides a complete hardware, analytics-driven, and proactive endpoint management solution with more predictable IT spending. UNAB tailored its HP DaaS solution to include HP management of its helpdesk, reducing call and ticket volume by half and improving service delivery to its users. HP DaaS also helps protect against security breaches and software issues by providing predictive analytics on device hardware down to the component level.



**Universidad
Andrés Bello**



Challenge

Providing the tools to transform learning and drive research

Universidad Andrés Bello (UNAB) is the largest university in Chile, with 48,000 students and eight campuses located in the country's three largest cities: Santiago, Viña del Mar and Concepción. The private university focuses on providing a world-class education to its students, preparing them not only to enter a global workforce, but to drive innovative thinking and research that will enrich and give back to their communities.

Eduardo Guiñez, Campus Director at Casona Las Condes, one of UNAB's main campuses, agrees: "In every field of study, from healthcare to business to education, we look beyond providing the tools, knowledge and skills our students need. We ask what we can do to help to make our country better. I believe that's the value they choose with us."

However, UNAB found that as the University grew and expanded its use of technology, its IT department was spending less time building that value and more time maintaining devices and managing software. "The size of our institution now makes it challenging to provide our students and faculty with the tools they need to do their work," Armijo explains. "Time and opportunity are key.

"When a professor or student needs software, it must be updated, available, in working order and accessible to anyone who needs it. We also need to be able to help people quickly and efficiently when they experience problems, and that was becoming more and more difficult."

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UNAB also faced the challenge of protecting students and staff from external threats such as malware and ransomware, as well as controlling physical security and access to the devices across the University's many locations. The IT team wanted a more proactive, unified approach that would require less time and manual effort, which led them to explore the HP DaaS solution.



Solution

A complete solution that provides hardware, analytics, proactive management and services

Today, UNAB has a three-year HP DaaS contract that covers eight campuses with 2,500 devices. HP manages a portfolio of devices from high-performance HP Z Workstations and EliteBook 840 notebooks to ProBook 640 notebooks and ProDesk 600 PCs. The HP DaaS solution includes device health monitoring for early detection of battery or hard drive replacement needs before any interruption to users. Analytics and reports from HP TechPulse provide insights and guidance for IT planning, budgeting and resource optimization.

“With HP DaaS, UNAB provides operational support onsite for our users, bringing service response times to a minimum,” says Armijo. “It isn’t enough to simply deliver a device. Instead, we must ensure the device is always available, with all its data and applications, whenever someone needs it.”

HP also provides configuration services including asset tagging and image loading; managed deployment services; and optimization services including IMAC (installs, moves, adds, and changes) as well as asset management, dispose and refresh services, Account Delivery Manager and dedicated Level 1 helpdesk services to address the 3,000 helpdesk requests submitted to the University’s IT department each month.

In addition, Armijo and his team use HP DaaS to maintain control over the security of university devices, to minimize security vulnerabilities with the latest OS patches, and to enforce security policies and protect devices with physical security measures.

“As a university we need to be fast, informed and deliver stability in our services, so a relationship with an industry leader is very positive for us.”

— Eduardo Guíñez, Campus Director,
Casona Las Condes, Universidad Andrés Bello

Benefits

Faster, more effective services and support

Using a single-vendor solution empowers UNAB to improve the user experience for students and staff alike. Students and professors get the benefit of dedicated HP Helpdesk and device refresh services, so devices are ready and working whenever and wherever needed. Since HP assumes the time-consuming tasks of supporting, securing and managing devices, Armijo and his IT team can concentrate on more strategic initiatives.

Customer at a glance

HP Services

- HP Device as a Service
- HP Helpdesk

Hardware

- HP EliteBook 840 G3 Notebook
- HP ProBook 640 G2 Notebook
- HP ProDesk 600 G2 Small Form Factor PC
- HP Z Workstation

“We decided to adopt HP DaaS because it allows us to deliver better service and support to our students and staff. We’re a large university with a high demand for tech support, and it takes a lot of time and effort to meet those needs. HP Helpdesk makes it possible to deliver that support quickly across a growing and complex IT environment.”

Unified management for a distributed environment

The global footprint of HP also helps ensure that the user experience is consistent regardless of location. “Because HP has a presence throughout Chile, we can offer access to the same information, the same familiar devices, and the same rapid service and support across all UNAB campuses in Santiago, Viña del Mar and Concepción,” remarks Armijo.

Armijo also points out that using HP DaaS as a single solution breaks down the barriers created by trying to support people and devices using different processes. Students and staff appear to agree, offering overwhelmingly positive feedback on university surveys. The cost of providing these benefits is more consistent as well, thanks to one monthly per-device price.

Actionable analytics

With HP DaaS, UNAB has access to insightful device analytics such as CPU and memory usage to help identify the best compute profile for each user. These analytics are another example of HP leading the way to enhance the user experience, Armijo adds.

“Detailed reporting can help us better understand the specific device needs of our various user groups,” he says. “By using data to match device specifications to needs, our goals are to increase user satisfaction at the same time we improve cost efficiency.”

Strategic collaboration with an industry leader

HP has also become a valued strategic partner for UNAB, working closely with university staff to develop a holistic understanding of the IT organization’s needs. “Working with HP as a single technology provider saves time and saves costs. HP understands how we work as an institution and how we work in the classroom,” Armijo says. “Having that level of understanding allows us to be much more efficient and effective, which is important to us. It also makes it possible for HP to suggest new solutions that are particularly suited to education, which benefits us because we don’t have to go to market to find those solutions.”

UNAB is now looking at extending HP DaaS to a total of 6,000 devices so it can offer its benefits to the entire university community. “When you’re working with the level of activity and operational complexity of a university, having a robust technology solution provider is critical to achieving your goals,” Guíñez says. “As a university, we need to be fast, we need to have information, we need to deliver stability in our services, so a relationship with an industry leader is very positive for us. Working with HP allows us to achieve important synergies between the different services and products we provide. That gives us leverage and provides us with solutions as an institution.”

Armijo says those solutions will help UNAB students to embrace technology as it evolves. “Years ago, technology was concentrated in programs like engineering. Today, it crosses all disciplines, and all of our students – whether they’re training to be engineers, doctors, or lawyers – will use technology. We’re helping them prepare for that future.”

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