Control Group takes a 360° approach to Services

HP Amplify Partner delivers simplified IT as-a-Service from HP Proactive Insights to HP Wolf Pro Security Service

INDUSTRY:
IT Services

COUNTRY:
Spain

Objectives

- Offer simplicity in a 360° IT service approach for computing and printing
- Provide sustainable solutions

Approach

- Provide a single-vendor, as-a-Service Managed IT solution
- Monitor multiple customers in a single view
- Educate and encourage customers to be more sustainable

Business Outcomes

- Improved sustainability and security
- Reduced IT complexity with proactive management
- Improved productivity and employee experience deliver cost savings
- Platforms are protected with HP security solutions and services

20,000

computer devices currently monitored with HP Proactive Insights by Control Group

30

computing customers managed with HP Proactive Insights analytics

9,000

customers benefit from all-around endpoint management

Objectives

Modern IT management requires comprehensive solutions

The landscape of IT provisioning is shifting as businesses demand more than just the delivery of hardware. Always top-of-mind in the modern world, security and sustainability have become major concerns that govern the way companies now want to deliver their IT. The constant threat of a cyberattack and the need for data protection place security high on the agenda, while contemporary business practices also value the health and wellbeing of the workforce. In tandem with these ideals, there is the obvious and vital need to create an environment for productivity and profitability.

It's a demanding wish list that can be delivered efficiently by a one-stop shop in a true 360° as-a-Service solution. It's even better if that service combines the leading-edge technology and security required for today's businesses with the personal service and convenience of a local supplier. Spanish company Control Group S.A. is part of the HP Amplify Partner Program and provides its business customers across Spain with enterprise products, solutions and services that meet today's increasing demands.

Established 42 years ago and headquartered in Barcelona, Catalonia, Control Group works from nine locations across Spain with a staff of more than 200, 100 certified technicians and some 9,000 customers. Specializing in computing and printing products, software and services, its objective is to offer a comprehensive service to companies, professional offices and public administrations.

"More and more businesses need to outsource workplace services to companies that they trust so they can dedicate themselves exclusively to their core business," says Control Group CEO, Josep Obiols. "Control Group currently monitors more than 20,000 devices daily and uses HP proactive management tools to optimize the user experience and prevent incidents before they happen."

"We're partnered with HP because HP invests in finding solutions. Our solutions help customers work better every day. Increased user productivity translates into cost savings and improved results."

Josep Obiols
CEO, Control Group

HP Proactive Insights
helps IT reduce the complexity of managing devices through AI and deep learning to resolve device issues before they impact employees

HP Planet Partners
helps customers improve sustainability by recycling older PCs and used print cartridges

Approach

Sustainability and security combined with productivity

One of the most powerful tools offered by Control Group is HP Proactive Insights powered by HP TechPulse, which provides proactive monitoring, reporting and insights enhanced with artificial intelligence (AI) and deep learning to predict and resolve device issues before they impact employees. The cloud-based analytics help businesses manage their computing devices while improving the employee experience.

"HP Proactive Insights has been a revolution for us to simplify computing for our customers through as-a-Service managed IT," says Obiols.

HP Device as a Service helps Control Group offer a simplified pay-per-use model with monthly payments for customers, he explains. Customers gain the flexibility to add more licenses, more devices or more endpoints and not simply PCs. Through the multi-tenant HP TechPulse dashboard, the Control Group team easily monitors multiple customers in a single view, addressing alerts and providing technological support.

HP Proactive Insights provides predictive analytics to remediate device issues before they impact customers, thus reducing the need for multiple technician repairs, and devices last longer for a more sustainable approach.

Mirroring HP's commitment to the circular economy, Control Group helps its customers operate in more sustainable ways, including participation in the HP Amplify Impact Program. This enables partners to tap into extensive HP expertise, training and resources to assess and improve their own sustainability performance.

Control Group works with its customers helping to educate and encourage participation in HP Planet Partners, which collects outdated PCs for refurbishing and recycling and recycles used print cartridges into new products. So far, HP has launched more than 50 products integrating ocean-bound plastics and Control Group is proud to share these products with its customers.

"We explain to our customers that HP is really dedicated to sustainability, that we do not just offer hardware services, but that we also offer sustainability services to help the planet," says David Quevedo, Sales Director at Control Group. "We cover the whole cycle of product use from purchase, deployment, device recovery and recycling."

Control Group has also established a security division and HP security solutions are included to support its offering. A new breed of endpoint security will be provided by HP Wolf Pro Security Service[1]. HP provides embedded security solutions into HP PCs and printers and builds robust endpoint protection meeting the latest security demands. With multi-layered security below, in and above the operating system, it reduces the addressable attack surface to fortify the first line of defense and enables remote recovery from firmware attacks. Customers also benefit from protection by the hardware-enforced solution, HP Sure Start[2], with the world's first self-healing BIOS.

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Power Services Partner

HP Amplify Power Services is designated for partners that offer qualified services and delivery capabilities and aim to satisfy their end customer with the highest level of service. Together, HP and Control Group provide richer customer outcomes.

Business Outcomes

Continuous reliability translates into improved results

For Control Group, working with HP means that it is always at the cutting edge of technology and services and able to best meet its customers' latest challenges. "What customers most value is that we are able to help them manage their fleets in a simple manner," explains Obiols. "Our customers buy services and not just hardware. They see the value of ongoing management including sustainability and security. They realize that global solutions like those from HP are needed."

With IT management solutions such as HP Proactive Insights, businesses benefit from the fact that work is no longer interrupted by computer issues and those productivity and employee experience improvements translate into cost savings and the kind of results companies are looking for.

For security, it makes sense that both computer and printing platforms are protected with HP security solutions and services. In a world where PCs and printers are seen as targets for a cyberattack, Control Group customers also benefit from the built-in security provided by the latest HP models including its range of Multifunction Printers (MFP), HP PageWide technology and computer devices with HP Sure Start. Control Group will be a leader in offering new HP security solutions including HP Wolf Pro Security Services with multi-layered endpoint protection.

"All companies hear about attacks, cybersecurity and ransomware. However, not all companies make security decisions until something happens. Our customers now expect us to offer enhanced security protection and HP security solutions support that," adds Quevedo.

"We believe that HP is our best partner for this path forward," Quevedo says. "Making the world more sustainable is a job for everybody. Working with HP, we provide sustainable solutions which benefit all of us. It's good for business, for the world and for the planet."

Learn more at **hp.com/hp-services**

Learn about the **Amplify HP Partner Program**