

working together to deliver fast and flexible transformation

Electrocomponents: Strategic sourcing partnership

When Electrocomponents decided to invest in IT infrastructure as the basis for a major change programme, they chose Atos and Atos Workplace Solutions (AWS) to deliver fast and flexible transformation across the company's global desktop estate.

The multi-lingual support, global applicability and almost zero-touch model provided by AWS, in parallel with Electrocomponents' drive and determination, provided the foundation for an extremely effective partnership that continues to accrue benefits for the business and its internal customers.



Atos

Delivering change together

Introduction

Electrocomponents is the leading high-value service distributor of electrical and electro-mechanical products globally. The company was founded over 70 years ago and along with a significant UK presence also operates in a further 25 countries with approximately 120 offices worldwide and nearly 6,000 employees.

The company's daily business demands require it to operate extraordinarily efficient and reliable business critical systems. Electrocomponents will start the day with an empty order book and by close of business will have shipped over £2.5 million of product worldwide. And in many countries, Electrocomponents prides itself on achieving next day delivery. Such a business model, repeated day-after-day without fail, means that business critical systems must be constantly available and performing to a very high standard otherwise Electrocomponents can't function effectively as a business in order to accept, process and despatch orders.

The challenge

Electrocomponents was well aware that urgent investment in IT infrastructure was required to create a solid foundation for delivering a large scale change programme, including common ERP implementations, across the group. Rather than be distracted from their core trading and change programme activities, the company decided to outsource all their desktop IT transformation and ongoing requirements.

Why Atos?

Atos was commissioned as the outsourcing provider on a number of criteria. To start with, Atos already had proven desktop IT capabilities in the form of AWS, which delivers a fully-integrated end-user platform that maximises the value of a business's desktop estate by delivering optimal efficiency. Furthermore, it has been developed as an out of the box offer that naturally evolves to accommodate changing business needs. Just as importantly, it supports multiple language requirements and is a globally applicable solution based on common and consistent attributes.

Atos already had a support model for a five-year-plus managed services contract. Crucially, the model is specifically designed to advance both service and the underlying product, rather than simply implementing a solution and then leaving that solution in place for the next five years regardless of its continuing value and suitability.

Electrocomponents recognised that this represents a radically different approach to standard outsourcing contracts because it continuously maximises initial investment instead of stagnating that investment for five years - after which a further large injection of capital is required to move forward. In short, our approach operates on an 'incremental evolution' principle so that our clients can gain benefits from their investment over the whole life of their contract with Atos.

At the heart of our service is a support model that ensures a lifecycle approach, fitting in closely with the latest ITIL framework. Finally, as a genuinely global organisation, Atos could ensure standards, efficiencies, communication and project management were delivered to the same quality in every territory where Electrocomponents operates.

Our solution

Electrocomponents had an immediate requirement to migrate all its UK locations prior to an ERP implementation. Focusing on the UK also provided the opportunity to demonstrate the benefits of AWS, as well as the Atos approach to practical working partnerships and problem solving, before going global.

Within 85 days, we completed a blueprint and ground-up rollout to over 2,000 Electrocomponents clients across 17 locations, including a fully resilient back-end infrastructure, all on new hardware.

The speed, efficiency and commitment shown by both Atos and Electrocomponents in the UK implementation was a critical factor in reassuring the group executive committee and group board that in practice our joint solution was as good as our word. On that basis we proceeded with phase two, the global rollout of AWS. This is where Atos's strengths as a genuinely global outsourcing partner really came into their own.

Delivering the highest quality support services was a particularly important challenge; but because AWS can be scaled for each local market, we were able to provide multi-lingual service desks for ongoing support. And because it is an almost zero-touch model, global implementation is delivered with tremendous consistency.

Combining these benefits with Electrocomponents' commitment to business-led change meant we were able to achieve global rollout in just 10 months. By the time rollout was completed we had reduced the global number of Electrocomponents applications by a massive 70% - a prime example of how AWS simplifies, streamlines and transforms all in one package.

Our approach

We believe that the first, last and most important factor in outsourcing partnerships is the relationship between our people and our clients'. So in our view, success or failure at every point in a project is all about people. Not just a deep and broad skill set, but partnerships between the best and most talented people in each organisation.

And they must be people who actively want to lead from the outset and take all the tough decisions along the way. That's the approach we brought to the Electrocomponents programme of work, as it is for all our contracts. At the same time, Atos is a technology independent partner, charged with delivering the most appropriate IT solution for present and future business circumstances - including, of course, the delivery of demonstrable and accountable value for the whole life of a contract.

We also make no distinction in the quality of technical solutions, service and support in every country where we operate. That means that when we say we are a global partner, we guarantee delivery to a global standard.



“Atos has exceeded our expectations in almost every area of this journey to date. This is clearly a long-term relationship planned for at least five years and constantly evolving. Atos’s level of commitment has shown that the focus is on building that long-term relationship whilst also delivering business requirements and benefits here and now. This is how a truly successful strategic sourcing partnership should be.”

James Rennie, CTO,
Electrocomponents

The benefits

In summary, the integrated benefits AWS has so far delivered to Electrocomponents are:

- ▶ **A successful on-time rollout to 2,000 internal clients in conjunction with a fully resilient back-end infrastructure utilising all new hardware, in just 85 days**
- ▶ **70% reduction in the number of applications used globally**
- ▶ **Global rollout of an additional 2,600 clients completed in 10 months from start to finish**
- ▶ **Solution scalability for each market, including multi-lingual service desks**
- ▶ **An almost zero-touch model regardless of geographical location.**

The future

Atos and Electrocomponents are continuing to work together, to strengthen their outsourcing partnership.

In particular, Electrocomponents has piloted Microsoft VISTA, delivered through AWS, and is now ready to rollout across the group* - something that would have proved impossible in the old legacy infrastructure environment. The flexibility of AWS also gives Electrocomponents’ internal customers the opportunity to decide for themselves when they upgrade to VISTA, rather than imposing a top-down schedule.

Next steps

For more information about Atos and Atos Workplace Solutions, please call +44 (0)20 7830 4444 or visit www.uk.atos.net

About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services.

Atos is focused on business technology that powers progress and helps organisations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos WorldGrid.

For more information, visit: atos.net