



DOCUMENT MANAGEMENT TEAM (T&T CASE STUDY)

COMPANY: **Hewlett Packard Enterprise**

SECTOR: **IT**

1 Requirements

- * A stable local partner who will participate in the transition and transformation of a team that serves a global sector and ensure its implementation in the new Service Model.
- * Initial recruitment as well as the overall flow of human resources.
- * Continuous cost reduction and streamlining of the service after the start of the cooperation.
- * Keep the coverage of the previous team but develop a better working requesting method for optimization of resources and greater visibility.
- * Acquiring the service as is and improving it.

2 Solution

- * Transition of the service from one outsourcing company to another.
- * Transformation of the transferred service in order to improve it.

3 Outcome

- * Cost-saving.
- * Improved quality.
- * Resource optimization.
- * Timely delivery, fitting into tight timeframes.
- * Shorter response time to a request (from 4 h to 2h).
- * Better understanding of the needs and requirements for the particular request.

Document Management Service

The Document Management (DM) Service was launched in 2016. Soitron's first customer was Hewlett Packard Enterprise Company (HPE). The DM team works closely with the HPE's Solutioning and Sales Support teams and is also available for other teams in need of professional management of all types of documents. The DM team experts deal with a large number of confidential documents paying meticulous attention to details and following standard or tailored requirements. The DM team formats and edits files in Word, Excel or PowerPoint managing their polished feel and look that is always compliant with all brand and customer criteria. The DM team demonstrates extensive knowledge in MS Office saving efforts and time in your everyday work.

Project Summary

In the early 2016, Hewlett-Packard Enterprise decided to set up an additional team in the Sales Enablement and Solutioning department with supportive functions in the Enterprise Solution Centre in Sofia. At the time, there was a team with similar functions, however, the main challenge was that the responsibilities were not clear enough and even though the team members had a great and professional expertise they had to perform different tasks not always connected with the team's responsibilities and corresponding to their abilities. So a transition of the existing service from one big vendor to another had to be completed first before the transformation could take place.

Soitron facilitated the effective transition and transformation that would bring about the evolution of this outsourcing project's overall quality improvement and the on time delivery. Soitron took on the task to cut HPE's costs with the Managed Service Model and become the liaison between the previous and the future model ensuring a greater continuity.

Transition

When HPE decided to transfer the DM service they already had in the Barcelona Hub which was provided by another big service vendor, the company chose Soitron for its partner. Soitron had to recruit resources in the Document Management area most of them bilingual who are not only highly-qualified professional in this sphere but also who have the knowledge and expertise to make this transition possible. After the team was gathered, they had to go through an extensive but at the same time quick knowledge session regarding the already established processes, KPIs, targets, TAT, standards, templates, approaches, tools, and best practices on operational level.

The result was a completely acquired service in the state of "As Is" that had to be monitored and assisted by the sending side within the Shadowing phase for half a month in order to make sure that everything runs smoothly. The new team from the Enterprise Solution Centre in Sofia became fully operating for 2 months and then started gathering data about the existing FTE service model and found the gaps and inconsistencies that could be filled and aspects to be improved. Then the data was analyzed from the perspective of a Managed Service model. This information was compiled into a detailed analysis showing that Managed Service model would be more flexible resource optimization and cost saving.

Transformation

The detailed analysis from the collected data served as a basis for the negotiating phase for transferring the existing FTE service model into a Managed Service model. HPE and Soitron delivery managers and team leads were involved in the different discussions so the reasons for the transfor-

mation need was communicated clearly and all statements were transparent. In the end, an agreement was reached for a test period of the suggested working model when more data should be gathered and instances of good practices to be extracted. The whole DM team gathered along with the respective Soitron management to set KPIs and procedures according to HPE's standards and needs that would be the base line of the future analysis. A shadowing phase began when the preset KPIs were mapped with the real instances. One more time, an analysis of the gathered data and the benefits of the new model was produced in an official document and was presented in a conclusive discussion that paved the way of the new Managed Service model implementation. So far the DM team is fully operational and HPE and Soitron as partners are enjoying its benefits.

Measurable benefits

Of course, the new service operation model could not depend just on the price, but also on the quality of provided services. A condition for the transition of a part of the Sales and Solutioning Center (SSC) from FTE outsourcing model to Managed Services model was that the quality measured by various parameters would be at a required level. Thanks to the streamlining and quality improvement that Soitron is demonstrably providing, the customer is paying less for services, or to be precise, is getting more for the same money.

Another benefit of the new model is the fact that HPE managers were no longer concerned with how many people they had at the centre or the structures of individual teams. The customers not only obtained higher efficiency, but also simplified the management of the relationship with the supplier. Last but not least, HPE acquired greater flexibility and transferred a part of the risks to Soitron. For instance, in case of an abrupt drop in demand for services, the company would not have to worry about costs associated with reducing the staffing level (compliance with notice periods, severance payment).

// We realised that we had a better overview of the staff workload and of what was going on in the workplace. Therefore, we suggested changing this model so that the amount of work and the number of people would be managed by Soitron. //

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