

RAPID RESPONSE TO HELP HPE MIGRATE KEY CLIENTS TO A NEW SERVICE PORTAL

COMPANY: **Hewlett Packard Enterprise (HPE)**

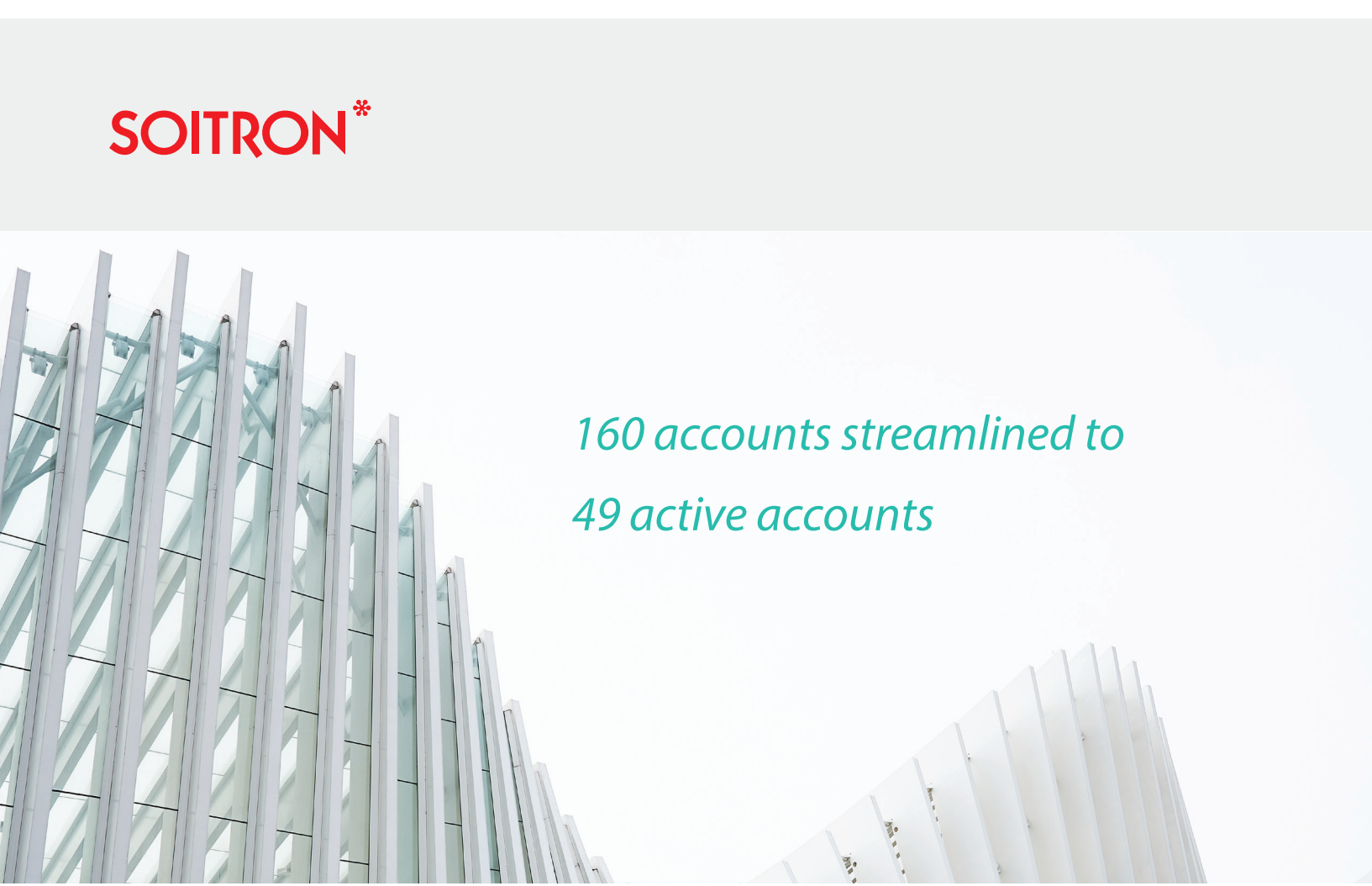
SECTOR: **Technology**

Project overview

When Hewlett Packard Enterprise (HPE) announced that it needed to consolidate its legacy tooling within six months, it required a partner to perform a pilot and migrate most of its major EMEA clients.

Soitron was appointed to facilitate the project from start to finish and was successful in migrating 100% of its scope, that was over 70% of the accounts off the old legacy tool, which was a major achievement in such a short timeframe.

Soitron also helped with HPE's wider goal to increase efficiencies and to provide a top-notch

The background of the top half of the page is a photograph of a modern building with a glass facade. The building's structure is composed of many vertical glass panels and metal frames, creating a complex geometric pattern. The sky is a pale, overcast blue.

160 accounts streamlined to 49 active accounts

Project management delivered by senior consultants was successful in reassuring HPE's clients and managed to keep disruption to a minimum through pre-planned service interruptions that did not impact the normal operations of business.

Trainings and user guides were tailored to meet every account and client specific case. This way Soitron secured smooth post migration operations and painless transition.

Soitron's responsibility on the project was prized as milestones were met ahead of schedule and below budget.

Achieving the results

While the main goals of delivering this migration project on time and to budget were of course met, Soitron also achieved a number of other results, including:

- * Streamline 160 accounts to 49 active accounts
- * Made it easier for HPE to provide a top quality service in order to cater for clients' bespoke needs
- * Deliver highly improved customer service and overall client experience
- * Maintain strong relations with HPE clients

Soitron took a genuine interest in understanding and getting involved with each of the 160 accounts in order to make sure the right support was provided.

Unique personal relationships were formed and the solid engagement resulted in much needed trust.

Other important goals were building relationships with all HPE clients involved in the migration, and post-migration, ensuring that they were using the portal in the best possible way and maximising its features.

How Soitron made it easier:

- * Resourcing the project with experienced, senior and relevant experts
- * Setting clear goals with KPIs
- * Using transparent methodology & the most up to date "best practice"
- * Unrivalled insight into how HPE operates
- * Clear lines of communication
- * Clear responsibilities and set roles

Project summary

Soitron was appointed by its long-standing client HPE to carry out a unique and complex project with aggressive timelines. This project required the migration of HPE's EMEA businesses off the old legacy tools and onto the new go forward tool, the 'End User Access' (EUA) portal.

The Soitron team took full control of the project from day one and provided all the necessary expertise to plan, migrate and support each and every HP client. Approximately 20 highly experienced experts were involved in the migrations, including project managers, technical leads and data leads.

With limited time from HPE and client teams, Soitron worked hard to minimise the effort required from them during the migrations. To achieve this, Soitron tailored presentation packs to enable the account and client teams to clearly understand the scope of the project and learn all the features of the new tool. Soitron also created tailored pre-migration surveys to collect key functional requirements at the very beginning of the project. This enabled Soitron to prepare an agile approach for every migration and best meet account and client needs. As a result, Soitron was able to make progress with just a few hours of account and client time while keeping awareness of the project at highest possible levels.

The project was completed on time and within budget with high recognition by HPE.

The solution

Soitron led all aspects of the migration project, from the project management of migration teams to technical configuration and the testing of the new portal with the account and client teams.

With the migration of key EMEA clients from the old portal to the new one, HPE aimed to introduce a more effective and efficient operations model that would ultimately simplify the customer on-boarding process.

While 160 businesses across Europe were on the old platform, Soitron identified that only 80 businesses were actually required to migrate to the new tool. This helped HPE significantly reduce the migration costs and to meet the tight six-month deadline.

Soitron's long history of working with HPE helped to quickly identify the resources required to deliver the project, which saved significant time and budget.

Although the migration was the overall task, it was in reality just one of many sub-projects on the behalf of HPE's clients. In order to ensure that all of parties fully understood the benefits of the new portal, significant time was spent with each and every party, presenting their personal 'case' and how the 'upgrades' would help them become more efficient. In many ways, the project could be compared to a comprehensive business development exercise.



Soitron approached the project with such confidence and the team was motivated to do a good job. We started with an environment that had not been maintained properly for some time, with much of the data being outdated. We took that environment and cleaned it up and brought the information up to date. We also created excellent project documentation which can be used for future migration activities and ensure smooth ongoing operations. We are very proud of what was achieved by this team.

ANDREA MOORE

Lead Project Manager, HPE