

# LCM – Pan-European Life Cycle Management for IT-Clients



## References

### Austria

- Ministry of Interior (Public):  
2,5 ME. Global outsourcing of office automation and communication systems (since 1992).  
900 locations, 1,350 Intel servers, 6,000 workstations, 4,500 printers, service time 24\*7

### Benelux

- ASM Europe (Industry - Holland):  
Desktop outsourcing contract of 5 years with a turn over of 6,6 ME including help desk and on site services. This contract also includes a dimension of « variability » (from 500 to 1,000 workstations in function of the period)
- Others references:  
NEM, Brush HMA, Ministry of Finance, Schuitema

### France

- Bull Group (Industry and IT Service):  
Desktop outsourcing (Global outsourcing contract) covering all the life cycle of the 7,200 managed assets (of which are 5,400 desktops).
- Petrochemical Major Player (confidential contract\*):  
International help desk for 12,000 users located in nine countries ; 100,000 calls per year.
- Retail company (confidential contract\*):  
Help desk for office automation and business applications for 600 European users in France, UK, Germany, and Spain. Deployment and management of the local office automation infrastructures for all customer stores in France.
- Fournier Pharma (Health):  
Desktop outsourcing for 2,000 stations and 900 printers distributed in 7 locations in France. 21,000 incident ticket per year.
- VWRI (Health):  
Desktop outsourcing. Interventions are achieved for the International Piloting Service Center of Bull (help desk, office automation level 2 support, IMAC, configuration (Assets) management).
- Merck Sante (Health):  
Desktop outsourcing. 1 550 workstations. Interventions are achieved for the International Piloting Service Center of Bull (help desk, office automation level 2 support, IMAC, configuration (Assets) management).
- GIE Atlantica (Credit Agricole Group, Bank):  
Assistance to the set up of the user support. Peregrine tool Integration (Asset Center)
- Onera Scientifique (Research):  
Outsourcing of scientific workstation, desktop, supercomputer calculation codes, network and mail for 2,500 users distributed in 4 locations. 7,500 incident tickets solved per year by a team of twelve on site field engineers.
- EADS Sogerma Services (Defence):  
Desktop outsourcing and help desk covering the life cycle of 2,000 workstations.

IMAC services based on

- European service desk
- process framework
- asset management
- individual financing

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## Germany

- **Debeka (Insurance):**  
Desktop outsourcing and help desk with full management of the life cycle for 8,000 PC's.
- **Barmenia (Insurance):**  
Desktop outsourcing and help desk with full management of the life cycle for 2,000 PC's.

## Italy

- **Bticino:**  
Desktop outsourcing and help desk (Level 1 and 2 user support), on site interventions, change management (IMAC) for 1,270 desktops, 700 laptops, 23 Palm, 22 Citrix workstations, 624 printers, network and video equipments, 91 servers.  
Over 500 IMAC per year, 17,000 calls per year and 8,500 incident tickets solved, contractual service improvement plan.
- **Car manufacturer (confidential contract\*):**  
Global outsourcing with help desk, desk side user support, workstation maintenance, change management.

## Portugal

- **Aguas do Douro e Paiva (Utilities):**  
Desktop outsourcing and on site help desk
- **Reuters (Communication):**  
Help desk and on site maintenance
- **Dirçcao General de Viaçao (Public):**  
On site help desk
- **Millennium BCP (Bank):**  
Deployment project in 200 agencies, asset management, help

desk and support of 8,000 users distributed in the agencies.

- **Unicre (Finance):**  
Configuration management (assets), help desk and support of 16,000 users
- **Finance Ministry (Public):**  
maintenance of 2,700 workstations distributed in various locations
- **Ministry of Education (Public):**  
maintenance of 250 workstations distributed in various locations

## Spain

- **Osakidetza (Health):**  
Desktop outsourcing and dedicated help desk (11,000 PC, 260 servers, 8,000 Printers). 8 on site field service engineers.
- **Ayuntamieto of Valladolid (Public):**  
On site help desk (ARS Remedy tool) with a mixed team of 5 people (Customer & Bull). Support for Linux, Aix, Microsoft Windows, Business applications.
- **Michelin (Industry):**  
On site help desk (6 hotliner, 12 field service engineers distributed on the different Michelin's locations in Spain)
- **IGAE (Public):**  
Based on a hardware maintenance contract: Help desk and support of desktop infrastructure (5,350 desktops, 240 laptops, 3,150 printers, 430 servers distributed in 934 locations).
- **Universitat Politecnica of Catalunya (Education):**  
Desktop outsourcing with on site help desk (Use of Magic Tool) for 6,000 PCs. 6 field service engineers, 3 field service engineers in

order to manage the request for change.

- **Carrefour (Retail):**  
Dedicated help desk for a migration project for 62 retail stores in Spain with time coverage of 8:00 to 23:30.

## UK & Ireland

- **Victoria and Albert Museum:**  
On site support contract (level 1 and 2) and break fix, including request for change.
- **Investment company (confidential contract\*):**  
Set up of a dedicated help desk, level 1 support, hardware maintenance, incident management, problem, escalations.
- **Transport company (confidential contract\*):**  
Set up of a dedicated on site help desk for 750 users, level one support, hardware maintenance, incident management, problem management, IMAC with specific SLA's for the critical hardware.
- **Utility (confidential contract\*):**  
Dedicated onsite help desk for 400 users, level 1 support, hardware maintenance, incident management, problem management, IMAC with specific SLA's for the critical hardware.
- **GE Life (Insurance):**  
On site hardware maintenance.

\* customer can be named prior consultation

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