

hp success story



BAUD chooses the
IT resource centre, for fast
and efficient IT services

Based in Paris, France, BAUD has been in business for over 50 years and specialises in wholesale food distribution. The company employs more than 600 people and has also launched the Franprix shop sign located in the Paris region.

Mr Olivier, systems manager at BAUD, is responsible for the development of the systems or IT infrastructure, focusing primarily on the start up and the smooth running of the servers. He works in an IT department along with some 20 other employees, half of whom work on HP 3000 servers.

In an environment where you have to be operational at all times, where product quality and reliability are key assets, BAUD chose Hewlett-Packard for its entire IT system: from servers through to PCs and printers. "With its products and support services, HP provides us with a crucial asset: an unbeatable quality to price ratio. Additionally, the combination of all of these things allow us to work calmly and collectedly – with minimal worries," says Mr Olivier.

Furthermore, BAUD signed a telephone help-line and personalised assistance contract with HP that allows the company employees with total access to the IT Resource Centre Web site functionalities.

hp IT Resource Centre (itrc.hp.com)

HP IT Resource Centre is aimed at IT stock managers, IT managers or system managers and is accessible via the Web address itrc.hp.com. It is the first support Web site to integrate hardware, software and networks, by different platforms including MPE, Linux, NT and Unix. Available in eight languages including French, it enables customers to optimise the management of their IT environment, equipment, software and networks by providing access to complete information and high-performance maintenance tools. The site comprises four main sections: maintenance and support; training and education; planning, design and implementation; and forums.

benefits soon apparent

Mr Olivier, by virtue of his function as systems manager, is the only person at BAUD using the HP IT Resource Centre Web site services today. He uses the first module, maintenance and support, more than anything.

"Thanks to the quality of IT Resource Centre, I have direct access to information via a database of technical documents. I look for solutions myself and because the Centre is interactive, I can add my own comments to the documents," says Mr Olivier. "The ITRC has provided me with the tools to efficiently manage my time, including the ability to quickly solve problems"

In addition, the site includes a special feature where software or hardware requests can be made via the Web, instead of telephone calls. "The site is very well organised, practical and user-friendly," according to Mr Olivier. "With it, I can solve problems all on my own or put in software or hardware requests via the Web. This is very practical since I can also copy and paste text if necessary in order to illustrate my request."

IT services

For BAUD employees and Mr Olivier, this service is efficient as it enables them to monitor requests. Replies are mailed on the site for everyone to refer to,

challenge

- **IT system to be operational at all times**
- **Fast, efficient services**

solution

- **hp IT resource centre**

results

- **Allows users to work calmly and collectedly with minimal worries**
- **Direct access to information via a database of technical documents**
- **Site is very well organised, practical and user-friendly**

why hp?

- **Unbeatable quality-price ratio**
- **Web site is available in eight languages**
- **Reliable**

resulting in autonomous exchange and learning. This also enables them to keep a history, which is much more reliable than notes jotted down at the time of a telephone conversation, and it can be easily filed and re-consulted afterwards.

"The response time is usually under two to three hours, meaning that we can work with complete peace of mind," says Mr Olivier. "What's more, we are able to prioritise our requests for software or hardware, including 'normal', 'urgent' or 'critical' and rest assured that the response from HP will correlate with our needs."

Mr Olivier logs on to the site about twice a week, either to put in software or hardware requests, or proactively search for information for subsequent tasks, when new products are introduced, for instance. For BAUD and Mr Olivier the IT Resource Centre is a useful, high-performance work tool that enables them to optimise productivity and work speed. "I am totally satisfied with the services provided by HP IT Resource Centre, and thanks to its services I'm able to control my work environment efficiently and quickly," concludes Mr Olivier. "We consider this resource an enormous IT asset and I would recommend it to anyone else with similar responsibilities."

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com>

customer at a glance:

industry sector: Wholesale food distribution

name: BAUD

headquarters: Paris, France

number of employees: more than 600

technology highlights:

- **hp 3000 servers**
- **hp IT resource centre**

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Mr Olivier, systems manager, BAUD



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