

hp success story



HP's ITRC improves
CAMIF's IT resources

As the third largest catalogue sales company in France, it is vital that CAMIF is able to respond immediately to customer demands. With more than 2,000 employees and a turnover of over Ffr4 billion (€609.8 million), it relies on tight logistics and a dependable IT infrastructure to service its clients and challenge the competition.

An HP client for over 20 years, CAMIF's operations are run on a series of HP 3000s, HP 9000s and HP NT servers. Its server-centric computing environment must deliver as near to an always-on service as possible in order to co-ordinate its inventory, orders, delivery and general business services.

what a difference a day makes

As with any organisation, there are technical issues that have to be overcome as quickly as possible in order to maintain the smooth running of the company. More often than not, calls to manufacturers do not elicit

an immediate response and vital business processes are put on hold until a resolution is found. This is the reason that CAMIF has subscribed to ITRC (IT Resource Centre), HP's multi-vendor support service. As CAMIF's systems engineer, Alain Jourdainne, explains: "ITRC offers an immediate reaction to our technical queries rather than having to wait for up to a day as you do with conventional technical support."

Although designed for a multi-vendor environment, ITRC also supplies the best solution for HP environments. "It provides all the information we could possibly need about our HP systems, immediate access to patches, real-time technical support and is excellent at top-level assistance," enthuses Jourdainne. Five people use ITRC and as the service matures, CAMIF becomes more reliant on it. "We started to use it regularly just over a year ago," explains Jourdainne. "As its functionality has developed, we've used it more and more."

the thief of time

ITRC has saved CAMIF a substantial amount of time by reducing both the manpower and hours required to solve a technical challenge and has improved system efficiency through greatly decreased downtime due to swift problem resolution.

"It responds to our needs perfectly," explains Jourdainne, who has chosen the contract option of ITRC and is therefore able to benefit from its entire range of services. "Its functionality is exactly what we require," he continues. "It provides us with comfort and security through its substantial and consistent help."

CAMIF has, at times, used ITRC every day to support it through system changes and glitches. The most frequently valuable services are software upgrades, the knowledge base, patches and technical support.

challenge

- **Optimisation of CAMIF's IT infrastructure through immediate resolution of technical problems**
- **Ensure business functions do not suffer as a result of IT issues**
- **Provide "always-on" infrastructure to co-ordinate inventory, orders, delivery and general business services**

solution

- **hp's ITRC (IT Resource Centre)**
- **hp 3000, HP 9000 and hp NT servers**

results

- **Massive time savings, freeing-up technical staff for other tasks**
- **Improved system efficiency and decreased downtime**

why hp?

- **hp knows its own products better than any other vendors**
- **hp was able to offer immediate response times**
- **ITRC develops in line with CAMIF's requirements**

But CAMIF has made use of the assessment services, consulting advice and the whole range of services offered.

Jourdainne's aim was to optimise his IT system and the quality of service his infrastructure supplies. He feels that he has been able to achieve that with ITRC and expects to continue using the service "as long as computers need upgrades, configuration and technical support."

For more information on IT Resource Center, please visit <http://www.itrc.hp.com>.

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: Retail

name: CAMIF

headquarters: Niort, France

founded: 1947

telephone: +33 5 49 34 53 52

number of employees: 2,000

Last year's revenue: Fr 4 billion (€609.8 million)

URL: www.camif.fr

technology highlights:

- **ITRC**
- **hp 3000**
- **hp 9000**
- **hp NT server**

Pub. No. 5980-6409EE
August 2001

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*Alain Jourdainne,
systems engineer, CAMIF*



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Published in Europe 5980-6409EEE