

hp success story



e-support system helps  
microbiology firm stay  
on top of its contracts



Many virulent bacteria can be lethal. Salmonella, E-Coli, Legionella and listeria are just some of a frightening list that can quickly reach epidemic proportions.

A leading supplier to laboratories in the clinical and industrial sectors is Oxoid Limited of Basingstoke, UK which manufactures and markets culture media used to rapidly detect micro-organisms from a wide range of samples.

Oxoid has over 1,000 products and 30,000 customers in 150 countries, mainly in hospitals and the food, beverage and pharmaceutical industries.

#### **management headache**

Managing the hardware maintenance contracts for Oxoid's IT infrastructure was a complicated and unwieldy exercise, and when the Basingstoke headquarters took over the contract management

for additional equipment in its subsidiaries in France, Germany and Italy, it was set to get more complicated. Provided through HP's Internet Services and Support organisation the solution was HP has introduced's Support Contract Assistant (SCA) – the on-line service that runs from an easy-to-use Web site, cutting out the need for paper contracts and helping organisations manage their support contracts and proposals.

Sharon Bartlett of Oxoid's IT Helpdesk is responsible for adding and deleting items from the company's contracts.

### cutting out paperwork

"When I made amendments before, it was all paperwork," said Sharon. "I had to type out the changes then fax them to our support person at HP who would then send back a letter of acknowledgement.

"We never really got to see the full contract in its current state. With a lot of changes going through, it was often out of date by the time I got to see it and with us taking on responsibility for the subsidiary offices, it could have been very complicated.

"Now, with SCA, I just type in the amendments and can see them as they progress through the system."

### smart system

Part of HP's comprehensive e-services strategy, Support Contract Assistant ([www.esca.hp.com](http://www.esca.hp.com)) allows you to review your current contracts, renewal quotes and new contract proposals and authorise purchases from any computer, anywhere and at any time.

You can also receive proposals for new or upgraded service coverage

**"It is a very useful system that lets me see the current state of our contracts at any given time."**

*Sharon Bartlett, IT helpdesk administrator, Oxoid Limited*

### challenge

- Needed to efficiently manage the company's hardware support contracts
- Required 'same day' information on all contracts
- Had to face taking on contract management for European subsidiaries

### solution

- Registered the company with hp's Support Contract Assistant
- Now manages all contracts on-line through the SCA web site

### results

- The current status of each contract is instantly available
- Changes can be tracked as they are made
- Saves money by providing information on new contract opportunities

### why hp?

- Much of the hardware concerned is hp
- This was by far the most efficient way of solving specific problems facing the company

and easily pull off data for asset management and budgeting purposes.

SCA is also 'smart', so it will help you save money by advising you of opportunities for service upgrades and prompting your memory on renewal dates.

In addition to the management efficiency it brings for Oxoid, Sharon has particular reason to be thankful to SCA.

"When my manager used to ask to see the contracts they were often out of date," she said. "Now, when I'm asked for them, I can quickly print them off as they actually stand on that day, thanks to SCA."

For more information on Support Contract Assistant, please visit: [www.esca.hp.com](http://www.esca.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:** Microbiology diagnostics

**name:** Oxoid Limited

**headquarters:** Basingstoke, UK

**telephone:** +44 1256 841144

**founded:** 1965

**number of employees:** 650

**1999 / 2000 revenue:** £70m/€114.1m

**URL:** [www.oxoid.com](http://www.oxoid.com)

### technology highlights:

- registered with Support Contract Assistant for on-line management of maintenance contracts
- provided with initial set-up and ongoing support by hp staff

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