

Uniquely adapted solutions from HP



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Carrefour was the first retailer in Europe when it burst onto the scene in the 1950's. With a vast chain of supermarkets, hypermarkets and discount stores around the world, it is currently the second largest retailer worldwide.

Its Spanish subsidiary, Centros Comerciales Carrefour SA, has sought to reduce IT support costs internally and increase help desk productivity, with the intention of translating into more competitive prices for its customers.

The company had been an HP client for several years, benefiting from HP PCs, printers and high-end servers, as well as from HP's world-class telephone-based technical help desk.



“Having already supplied Carrefour with technical support for a number of years, HP was familiar to us, and met what we were looking for in a supplier,” said Eustaquio Leganés, operations and support manager.

A long-time satisfied client of HP, Carrefour turned to HP once again for the ideal help desk solution, the Instant Support Corporate Edition (ISCE) software.

“We chose HP because it provided a solution that was uniquely adapted to Carrefour's specific requirements and work environment,” said Leganés.

ISCE is a suite of Web-based troubleshooting tools that automatically identifies, diagnoses, and provides resolutions for common computing problems in multi-vendor environments. ISCE works on all PCs (independent of PC OEM) running Windows '98 and above.

ISCE currently provides online help desk tools to approximately 9,000 Carrefour employees throughout Spain, with exceptionally good results.

Increased productivity at lower cost

By making Carrefour employees more self-sufficient and help desk personnel more productive, ISCE helped reduce costs while increasing end-user satisfaction.

Challenge

- Improve help desk service.
- Optimise productivity.
- Reduce operating costs.
- Reduce costs for customers.

Solution

- Instant Support Corporate Edition (ISCE) software.

Results

- Number of help desk queries via telephone reduced.
- Time required to gather client technical data reduced.
- Client more satisfied with overall help desk experience.
- Technical data automatically gathered by help desk operator, eliminating the need for technical questions being asked.
- Estimated savings of 50,000 euros annually.
- Increased productivity estimated to translate into cost reductions for customers.

After implementing ISCE, help desk telephone calls at Carrefour were reduced by seven per cent, translating into an overall saving of approximately 50,000 euros annually.

"We estimate that the ISCE software is currently used by our employees to register incidents, instead of the traditional phone method, in approximately 25 per cent of all cases," asserted Leganés.

ISCE users obtain online help through a Web chat session, and system data is automatically

gathered and sent to the help desk along with the user's problem description. IT personnel can quickly zero in on the key issues without doing time-consuming data gathering, increasing the help desk personnel's ability to work efficiently and accurately and to successfully resolve problems remotely.

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Customer at a glance:

Industry sector: Retail

Name: Centros Comerciales Carrefour SA

Headquarters: Spain

Founded: 1959

Telephone: +34 916 311 516

Number of employees: 12,000

URL: www.carrefour.es

Software

- Instant Support Corporate Edition (ISCE)



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Publication Number: 5982-5110 Written: April 2004

