

Towards Business Agility

Dealing with business demands

Adopting more comprehensive and flexible solutions that empower your IT team to focus on strategic issues is key to fostering and retaining business intelligence.

As technology transforms the nature of the workplace, IT executives are forced to confront new challenges. No longer is it enough for a CIO to keep an enterprise's systems up and running; IT has to support the ability of the organisation to adapt to change. Data collection must give rise to business intelligence. Networks should empower employees to perform their duties anywhere and anytime. Hardware must be built to support future expansion in more disparate locations. And all this must be done for less.

Most IT leaders are aware of these pressures and the need to bring their operations in line with the business's goals. Yet surveys by analyst firms such as IDC have shown they still spend more than 70 per cent of their resources on day-to-day operations such as maintenance, leaving them with little opportunity to implement a strategic vision.

For an organisation to thrive, IT's top priority must be enabling and supporting the emerging dynamic workplace, as well as the workers that populate it. These workers are no longer defined by their roles, but in terms of the information they require to perform their duties, which often span multiple business lines and departments. The pace at which they must carry out tasks has also increased dramatically, driven by management demands and a competitive environment in which companies are gauged by their speed and ability to adapt to change.

The IT department is not only called upon to ensure access to information is uninterrupted, but to consistently provide the right information, separating business-critical data from the redundant or irrelevant.

CIOs are also contending with new expectations of how information should be delivered. Business activity now centres around the worker rather than a physical location. The need to respond to client or partner inquiries in real-time means the worker must be constantly poised to provide data or services at home or on the road. This necessitates reliable communication networks that deliver content across a range of devices.

Faced with soaring demands and increasingly complex infrastructure requirements, the CIO is challenged to implement an IT architecture that can support his workers in the fastest, most cost-effective and reliable manner.

HP's End User Workplace Solutions (EUWS) are a suite of solutions that touch all aspects of an enterprise's IT infrastructure, from desktop and imaging support through to help desk and asset management services. Enterprises can pick and choose from a suite of offerings to roll out new devices quickly and efficiently, provide users with on-demand technical expertise and cut hardware spending.

Krung Thai Computer Services, the IT arm of Thailand's Krung Thai Bank, benefitted from employing EUWS to reduce the direct & indirect IT cost by over 10% in a year combined with significant operational improvements. This translated to continuous improvement and reduction in failure rates for KTB, even though they were expanding and rolling out new branches.

Vodafone Australia also turned to HP to manage its printing and imaging needs through central control and management of printer fleet at several locations around the country. This brought about an estimated 40 per cent reduction in annual imaging and printing cost as well as improved staff productivity.

But according to Shaun Han, director, enterprise client solutions for HP Asia-Pacific and Japan, the greatest benefit of EUWS is that they can help CIOs create an environment in which the knowledge worker thrives.

"We're not just talking about automating processes or reducing a certain amount of costs, but providing (users) with the collaboration tools and share points that enable them to make use of their skills and perform in their jobs," he says. "Only with this kind of an investment will a company attract and retain more knowledge workers, which are the most important asset a firm can have."

Please visit www.hp.com/apac/euws to find out more about HP End User Workplace Solutions offerings, download whitepapers and customer case studies.

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