

## Case study

# GlaxoSmithKline Vaccines simplifies PC provision for 15,000 staff



**HP Configuration Services saves global healthcare company an estimated €300,000 a year**

**Industry**  
Healthcare

**Objective**  
Simplify the PC procurement and implementation processes for 14 international sites

**Approach**  
Entered into a long-term contract with a single vendor with agreed pricing and factory configuration services

**IT matters**

- Time spent on final implementation is reduced from two hours to 20 minutes
- Factory configuration ensures common standards for network connectivity and compatibility
- Asset tagging increases security and manageability and speeds up the integration process

**Business matters**

- Factory configuration saves GlaxoSmithKline (GSK) Vaccines over 600,000 man-hours and an estimated €300,000 a year
- Complex and expensive tendering processes are eliminated
- Staff efficiency is improved through the trouble-free provision of personal computers



**“If I did not have HP Configuration Services, I would have to use a consultant from an external company which would cost me something like €500 a day.”**

– Ivan Hislaire, client systems manager, GlaxoSmithKline Vaccines

### **Easier procurement and implementation**

With a fleet of 14,000 desktop and notebook PCs and 300 replacement machines purchased each month, GlaxoSmithKline Vaccines needed to simplify its procurement and implementation processes. The answer was a long-term global contract with HP featuring pre-delivery factory installations from HP Configuration Services.





## Challenge

### Need for simplified processes

In addition to the capital cost of the machine, providing PCs and workstations for employees is a time consuming and expensive task. First there are the complex procurement procedures and long evaluation processes to select the best equipment and vendor. Then there is the specification and configuration and finally, the delivery and installation.

Many companies wish they could simplify the whole process and with the help of HP Configuration Services, that has been achieved by the vaccines division of global healthcare company GlaxoSmithKline (GSK) Vaccines.

A science-led healthcare company, GSK Vaccines conducts business in 115 countries and its products are used by millions of people, 14 of those countries are part of this particular deal. The vaccines business has produced more than 30 prescribed vaccines that are used worldwide to prevent potentially life-threatening or crippling illnesses such as Hepatitis A, Hepatitis B, diphtheria, tetanus, whooping cough, measles, mumps, rubella, polio, typhoid, influenza and bacterial meningitis.

GSK Vaccines has 14 sites that include main offices in Belgium and others in the USA, Canada, France, Germany, Hungary, China and Singapore. They employ 15,000 staff and require a fleet of some 14,000 desktop and mobile PCs which are replaced or augmented at a rate of 300 a month. Forty per cent of the fleet are desktop PCs and workstations and 60 per cent are notebooks.

Previously, GSK Vaccines used vendors that were specified by the corporate guidelines of its parent company. It then decided to issue a Request for Proposal (RFP) to find a new supplier but the results were not good.

“We were not pleased with what we received from the new vendor,” says Ivan Hislaire, client systems manager for GSK Vaccines. “It showed us that even if you do all the correct due diligence, you can still have big surprises. The computers were heavy and noisy with service and connectivity problems. The RFP had been a lot of work and had not resulted in the expected value.”

Since Ivan is the only person managing this huge process for all territories, he wanted a more simplified approach and because of their historical relationship, he challenged HP to produce the answer.



“I asked HP to suggest another business model and I had three specifications,” he says. “I wanted a long-term deal that would streamline processes, I wanted a deal where I would never be challenged by local people on the price, and I wanted to avoid administration.”

## Solution

### HP Configuration Services

HP proposed a ‘business-to-business, factory-to-factory’ model that established globally controlled pricing with no need for protracted RFPs and negotiations. It was a welcome proposition that was made even more attractive by pre-delivery work carried out by HP Configuration Services. This includes loading the GSK Vaccines image, BIOS settings and both physical and electronic asset tagging on all new machines.

The result is that the previous vendor has been replaced by a long-term global contract with HP.

“It was exactly what I needed with no admin, and with a level of cost control which is impossible to achieve if you go through the normal supply system. The model was presented to the procurement team and they agreed that there was enough control of the costs.”

Ivan and his HP account manager worked together to produce a catalogue of preferred models, specifications, software and support.

Now, staff at the various locations place their requests using an internal GSK Vaccines service portal. Ivan also has an HP portal which enables him to check the configurations and pricing for each country. At larger sites, the requests are transferred to local service providers who prepare the machines and fulfil the orders. Smaller sites deal direct with HP.

## Benefits

### Cost and time saving

Pre-delivery work carried out by HP Configuration Services is estimated to save GSK Vaccines over 6,000 man-hours and €300,000 a year.

Ivan explains: “It’s really good value because installing a machine can take up to two hours if you put all the global software on it. Because HP is loading the image in the factory, the post configuration time is cut from two hours to about 20 minutes. Multiply that by 300 machines every month and multiply that by the average cost of an IT person and it’s a considerable saving. With HP, those services are rolled in with the agreed price and we’ve also included other services such as on-site hardware break/fix.”

Simplified processes are a major benefit. They eliminate the need to check connectivity and compatibility issues with multiple suppliers and do away with complex and expensive tender processes. Also, GSK Vaccines is confident that all machines are configured the same way which simplifies connection to the networks.

## Customer solution at a glance

### HP services

- HP Configuration Services
- HP BIOS Setting Service
- HP PC Image Load Service
- Physical and electronic asset tagging
- On-site break/fix support contract (Care Pack Services)

“Integration of the cable network and the Wi-Fi is managed at the BIOS level and because this is done at the factory we are able to impose a standard. If you do that manually you never get a common standard,” says Ivan. “Also, we have achieved savings in the number of IP addresses we are using because we stipulate that a PC can’t use both wired and Wi-Fi at the same time, so we have halved the number of IP addresses we use.”

Factory asset tagging simplifies and standardises the process of getting each machine into the GSK Vaccines system with a unique name. Simplification also means that these processes only take up about three per cent of Ivan’s time, leaving him free for more business-supportive tasks.

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The next aim is to institute a process so that when machines arrive from HP, GSK Vaccines will have automatically received information such as serial numbers and ID so the final installation can be carried out by unskilled staff and be 100 per cent error free.

“I need to put the correct resource to each type of work and if I can simplify the type of work and make it fully automatic and error free then I win because I can use cheaper resources,” concludes Ivan. “They just need to be able to read and connect the machine and we will always achieve a standard result. However, to achieve this we need our processes to be simple and what enables us to do that is by HP taking over the complexity.”

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