

CWL Systems deliver nationwide support to Campbell Grocery Products



Customer Case Study

Overview

Campbell Grocery Products Limited in the UK, With offices at Cambourne, Kings Lynn, Worksop and Ashford, is a wholly owned subsidiary of the Campbell Soup Company; a public company which originated in the USA in 1869. With sales of more than \$6 billion, Campbell Soup Company is the world's largest soup company and a leading producer of juice beverages, sauces, biscuits and confectionary products. Campbell Grocery Products in the UK is part of a €700 million pan-European business. They own market-leading brands in five countries – France, Belgium, Netherlands, Germany, Sweden and Ireland. These include Liebig in France, Erasco in Germany, Royco in Belgium and France, Bla Band in Sweden and Erin in Ireland.

"With almost 1000 PC's and 61 File Servers over four sites and a geographical spread of over 180 miles, finding a company that could provide us with support that meets our demanding requirements was always going to be a challenge. On top of that, we needed a company who were happy to oblige the ways in which IBM manage our support desk environment from their base in Brussels, Belgium. We undertook a selection process and met with five IT service providers to discuss what contracted support services they could offer. Although value for money was a criterion, proof that the chosen company could offer a high level of service support was a deciding factor. I felt that CWL's understanding of Campbell's business needs and there obvious, genuine intention to really design a tailored maintenance program put the firm in a strong position. Ultimately, it was the high service level agreements and excellent client references that convinced us that CWL were the partner of choice for us."

Marcus Nixon – UK IT Support Manager, Campbell Grocery Products.

The Challenge

The challenge was not only one of pure numbers but to a greater extent, that of restoring the faith of the users and indeed the IT Team within Campbell's themselves. There expectations were based upon a history of poor quality of service, time constraints, average response times and long fix times. We needed to prove ourselves as an IT Service provider of quality and to do it quickly

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The Solution

With Campbell's ever-increasing reliance on Client/File Server and Network technology for their mission critical applications in mind, CWL Systems implemented a support contract that provided totally unrivalled levels of technical support and fault rectification. A contract that provided Third Party Maintenance for the File Server, Desktop, Laptop and Printing environment of Campbell's offices in Cambourne, Kings Lynn, Worksop and Ashford.

Of specific interest to Campbell's was CWL's "NetProtect" programme – the pinnacle of our service offering. It is our exclusive support program that deals specifically with the critical network devices such as File Servers, Routers and Network Switches. It provides Campbell's with an on-site response within 2 hours of logging a call on our help desk. A suitably qualified engineer is then despatched with the required equipment ready to address the fault. Of primary importance to the Server Team at Campbell's was that "NetProtect" ensures that all programmes **and** data are restored from their last backup to give them the full working solution.

With their critical devices supported under "NetProtect". Non-critical devices supported under a traditional next business day response and with monthly Account Management meeting where performance review statistics are mandatory provided – both CWL but more importantly Campbell's, have a support contract that delivers.

Summary

CWL Systems Account Managers and Engineering Team have used their experience and expertise in the field of Third Party Maintenance Contracts to implement a maintenance support package that has matched but also exceeded the expectations of Marcus Nixon and his team at Campbell Grocery Products

FOR MORE INFORMATION

For more information about our Support solutions and Professional Services.
Call CWL Systems on 01480 217777 today

DORMA UK's Support Programme included the following CWL Services.

NetProtect: Designed around business critical devices and covers up to 365x7x24. Service options include an Engineer on site with a replacement part or guaranteed loan within either 2 or 4 hours. This service includes installation of operating system **and** the restoration of data.

Gold: Designed around a service delivery of 9-5, working week only. The service includes an Engineer on site within 4 hours. It also includes a loan when possible **and** installation of operating systems.

Silver: Designed around a service delivery of 9-5, working week only. The service includes an Engineer on site Next Business Day.