



HP transforms how it manages customer demos with a Microsoft Power Platform solution delivered by Sogeti

About Hewlett-Packard

Hewlett-Packard (HP) is an American technology company headquartered in Palo Alto, California, manufacturing and commercializing hardware and software. HP also provides support services for its technology worldwide. Its stated vision is to create technology that makes life better for everyone, everywhere — every person, every organization, and every community around the globe.

Challenge

HP operates a number of Customer Welcome Centers (CWC) around the world. These help the company to communicate its brand promise to deliver experiences that amaze. It uses virtual demos to achieve this. In a project known as Demo Center, the HP CWC in Barcelona, Spain sought to improve the process efficiency of how requests for visits and demonstrations of its range of printing equipment models were managed.

Overview

Customer: Hewlett-Packard

Industry: Computer Hardware

Location: Spain



“The Power Platform solution implemented by Sogeti provides HP with a Comprehensive Management System, which allows us to provide global service in three worldwide regions (Europe, America and Asia). This provides fundamental value in improving the efficiency of the way visits to our Welcome Centers are managed, the optimization of people, resources and facilities, as well as the adaptation of the systems to the global pandemic situation in order to continue offering a quality service to our customers and businesses.”

Xavier Ibañez, Presales Technical Consultant, HP

Solution

Microsoft Power Platform was selected as the foundation for this transformation in a solution delivered by technology partner Sogeti. Microsoft and Sogeti have partnered to bring the Power Platform to market in a comprehensive offer enabling organizations to quickly build and share business applications.

Sogeti's solution for HP used PowerApps and Power Automate to develop different responsive apps (via web browser and a mobile device), targeting use by three different user types: sales agents, task planners and maintenance personnel. Further, with the Power Platform offering a low-code way to build enterprise apps, the initial Demo Center project base of three applications for Europe was launched in less than three months despite its complexity. It also came in at a much lower cost than if it had been delivered through traditional development platforms.

Following the success of this project in Europe, a similar project launched Microsoft Power Platform for HP in America in just two months. This was based on the original three apps with new functionality added. The next plan is to roll out the three apps in Asia.

Result

The impressive speed to roll out Power Platform significantly reduced time to market of HP's new apps by up to 30% using Power Platform. The core development of the applications in Europe included integrations with third parties (JIRA, Azure Functions, etc.) and user access to applications through Office 365 and Azure. Subsequently, the functionality continued to evolve and new connections with JIRA and the new Azure Function were incorporated. The speed naturally brought down development costs in both Europe and America by an estimated 50% compared to traditional developments.

Alongside these tangible outcomes, Sogeti used its On Time and Above Client Expectations (OTACE) method to measure HP's satisfaction with the way in which the Demo Center project was delivered. This evaluated the ability to adapt, the efficiency of the solution, attention to the development and fulfillment of commitments made. This revealed a high a score of 4.82 out of 5. Notable points of satisfaction included Sogeti's agile response to any project challenges that arose, the team's ability to understand and incorporate HP's strategic intent in the project, and adherence to the agreed upon timetable.

Find out more

Interested in implementing a low-code strategy for your organization? Want to respond faster to business needs, facilitate growth and agility, and keep control of your app development? [Contact us](#).

About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion. Get the Future You Want.

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