Servium | hp AMD

Domestic & General

Protecting value, performance and apps for Domestic & General

Domestic & General's surge in growth, increasing demands from a largely mobile workforce and assets at the end of their life signalled the need for change in their client estate. Looking for a solution set to deliver optimum performance without a premium price tag, they sought new technology as the basis of a wide-scale refresh programme that would see the notebooks of nearly 2000 users upgraded.

The Customer

Serving over 16 million customers across 14 countries, Domestic & General is the leading provider of appliance care in the UK. Built on a heritage of more than 100 years, today they protect over 200 different types of electronic devices, matching customers with specialist warranties that keep homes running smoothly all over the globe.

They had traditionally used Intel-powered machines, but Intel's latest generation of notebooks would only support a Windows 10 operating system. This presented Domestic & General with some major application compatibility issues. With nearly 20% of their users heavily reliant on mission-critical applications for accounts and complaints only compatible with earlier Windows editions, the devices selected for refresh would need to be backward compatible as application upgrade was not an option.

The Challenge

The notebook refresh would be an extensive programme taking place over many months and across multiple countries. A significant project in the schedule of the Domestic & General IT team, they needed to ensure the machines they were putting in the hands of their users would be suitably powered for their needs both today and over the next 3-4 years, whilst also guaranteeing the best commercial value to the business. However, the project faced some other important considerations.

Considerations

- Wide-scale notebook refresh needed for almost 2000 users
- Compatibility issues experienced with latest Intel machines
- Increasing failure rates due to firmware issues
- Longevity, application compatibility, and commercial value key factors

Finally, their legacy Intel estate was experiencing nagging firmware issues, resulting in higher than normal failure rates – something that needed to be avoided in the technology choices made for this project.

They were determined to uncover a solution that would not disrupt key applications and would deliver predictable performance and breakthrough commercial value.

The Solution

Domestic & General knew exactly where to turn to get the guidance on how to satisfy the challenges they faced. Long-standing partner Servium was called in to discover the best solution and orchestrate the refresh.

Servium quickly believed that going with machines based on AMD could help Domestic & General realise significant economic savings while achieving the same, if not an even greater level of performance versus Intel-equivalent devices. AMD would also enable continued access to their critical applications thanks to wider support for legacy Windows operating systems.

Loyal to the reliable, user-friendly experience they had enjoyed previously using HP's first-class range of notebooks, the decision was swiftly made to continue using HP products, but with one fundamental difference; machines using the new line of AMD processors.

To this end, Servium shared technology roadmaps surrounding HP and AMD technology and benchmarked performance to offer further reassurance in the decision. Likewise, hoping to give a taste for the power of AMD, Servium also introduced demo machines to a select group of users so they could trial the technology for themselves. Notebooks tested by both standard and high-power users reported that machines based on AMD's Accelerated Processing Units (APUs) delivered welcomed performance improvements. This confirmed, Domestic & General was convinced that AMD was the solution they'd been waiting for.

The refresh was staggered with hundreds of machines being replaced at a time. Collaborating closely with HP and AMD, Servium has been agile and responsive at every stage, helping Domestic & General to make the seamless transition to the AMD platform.

Highlights

- Servium proposed AMD-based machines
- HP notebooks chosen due to existing relationship
- Technology roadmaps shared and demos conducted
- Buffer stock and supply logistics orchestrated for both UK and international delivery

After encountering some constricted supply issues outside of the major refresh milestones, new starters were experiencing unacceptable wait times on new notebooks. To overcome this, Servium arranged to hold a buffer stock for Domestic & General so new machines could be called off on demand, meaning that new starters would no longer wait on the turnaround of their devices.

Further supporting the logistics of the project, Servium has also ensured that Domestic & General can obtain their technology quickly both in the UK and on an international basis across their other European sites. With the refresh occurring across five different countries, Servium sees that every shipped device is country-specific, and localised ready for deployment.

Critically, Domestic & General users continue to access all the key applications they need, whenever and wherever they want, due to AMD's compatibility with legacy Windows operating systems. They no longer face the limitations of Windows 10-only devices, or the pressure for immediate application upgrade to refresh their client estate.

Technology supply has also never been easier for Domestic & General; the measures Servium has put in place ensure consistent care and attention and an immediate response, no matter where devices are required across their European operation. It means functioning notebooks are in the hands of a user in the shortest possible time.

The Result

The refresh has been considered a resounding success. Switching to AMD-based notebooks has delivered comparable performance versus Intel across the board for Domestic & General users, but with noticeably reduced failure rates and with zero impact on the IT team. Amazingly, this has all been achieved at a saving of 25% on similarly configured Intel machines.

Outcomes

- Comparable performance versus Intel
- Dramatically reduced failure rates
- Savings of 25%
- Access to key applications maintained
- Streamlined, seamless supply to UK and European sites

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Working with Servium

> " Servium's attentiveness throughout the entire process meant that we felt in control at every stage of the refresh. Their knowledge of AMD technology and the services they wrapped around the project were key to our understanding of how this could best work for us, and saw that the refresh occurred with minimal fuss. Choosing to go with an AMD-based solution has helped us achieve the perfect balance of value, performance and compatibility. "
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> *– Chris Jones, Desktop Services Manager, Domestic & General*