



## GLOBAL CLIENT LOWERS REPAIR COSTS WITH A CREATIVE SOLUTION

### LARGE GLOBAL CLIENT

/// CASE STUDY



To reduce spending on new equipment, this global enterprise stopped automatically replacing its office PCs when the three-year lease expired. However, repairs to these machines were no longer covered by warranty. The new process developed by EDS, an HP company, helped the company better determine whether to repair or replace these machines with surplus equipment when issues arose.

#### CLIENT PROFILE

**Industry:** Manufacturing

**Business Need Addressed:**  
Productivity

*"This effort is reducing T&M expense and will have a very positive impact on cost containment in the near term. We look forward to building on this very positive experience."*

Service Delivery Manager  
Large Global Client

#### Company wanted to lower out-of-warranty equipment repair costs

Using out-of-lease, out-of-warranty computers has proven to be quite cost-effective for this company - in all regards except one. Repair costs on these machines were still higher than the company would have liked. Although a time-and-materials (T&M) estimate process had been created several years ago to give managers visibility to repair costs in excess of \$750, the enterprise still had to spend \$150 for the repair estimate alone. When these estimates exceeded \$1,000, repairs were often declined, and the estimate expense was unrecoverable.

#### EDS' creative solution reduced costs

Having provided this company with a range of outsourced technology services for more than a decade, EDS developed a creative solution that involved coordinating help-desk support, service delivery operations, product management and desk-side support to provide the answer. Today, help-desk agents include warranty information as part of work-order tickets so that EDS' desk-side support staff will know if the PC is out of warranty when the machine has a potentially serious problem. If it is out of warranty, system administrators can help make a cost-effective decision about repairs before getting an official repair estimate.

EDS collaborated with the company to marry the break/fix process with the acquisition process. Older computers requiring expensive repairs are now typically exchanged for good PCs from the warehouse inventory. Warehouse technicians repair some computers by salvaging parts from other PCs and EDS systems administrators reimaged the computers, and then redeploy them - fully optimizing the use of assets and the investment of our customer. This process is also being utilized to avoid some OEM repair charges for user-damaged computers.

EDS technicians can redeploy a refurbished machine to users, including transferring all their data, for a fee only slightly more than the repair estimate fee.

## Service featured

- Asset Management Services

*"The company was spending too much on post-warranty repair. The new process was simply the right thing to do for our client."*

**Bruce Avery**  
Hardware Repair  
EDS

## Company's repair charges dropped 85 percent

The new process improved billing accuracy and asset management, and the enterprise's surplus asset inventory is being fully utilized - enabling significant cost avoidance. The company buys out the leases on computers that function perfectly but have cosmetic damage, avoiding needless return-related repair costs.

Downtime for end users has been dramatically reduced from up to nine days for a post-warranty field repair down to three days for a warehouse redeployment - significantly increasing employee productivity. Just as importantly, the process has significantly reduced time and material repair charges on average, over 85 percent on nearly 6,000 customer hardware repair requests since this process was initiated in 2002.

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