

CAPITA

IT SERVICES

Heinz



"Our service expectation has been exceeded. The quality of the staff is excellent and the service to our customers has improved. One of the joys of working with ComputerLand is the way in which the relationship has developed and the ComputerLand* support team has become very much a part of the Heinz team."*

*Jackie Feery, Performance Manager
Heinz*

Contract value: Over £550,000 per annum

Start date: December 2005

Benefits: More flexible and responsive IT support
Single point of contact for all Heinz users
ITIL service culture

Strong local knowledge of Heinz's European business

Local Language Support and Multi Lingual Team

Proactive Partner

Services: European Service Desk Provision and Incident Management

Remote Desktop Incident Resolution

Deskside Service Provision

Server Management

IT Infrastructure Solutions

Delivering a flexible, pan-European IT support service to Heinz

* (ComputerLand is now part of Capita IT Services)

Heinz

Heinz's IT team faced the challenge of managing, deploying and supporting a major, multi-year, technology implementation while ensuring that the level of support provided to users of their existing systems didn't suffer.

ComputerLand (now part of Capita IT Services) created a flexible support service that scaled as the demands of the project dictated. "We spoke to several potential service providers but no one else was as flexible and willing to help as ComputerLand*," says Jackie Feery, Performance Manager, Heinz.

* (ComputerLand is now part of Capita IT Services)

The managed service provides first tier support to PC users in the UK, Ireland and Spain with any complex issues escalated to one of several specialist support teams within Heinz. As part of the service ComputerLand* regularly survey user satisfaction to ensure that a consistently high level of service is maintained.

Following the successful commencement of this service Heinz asked ComputerLand* to extend support to its PC users in the Netherlands, Belgium, Sweden and Germany, recruiting a multi-lingual support team to operate alongside the existing team.

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