



case study

Planning with Protime Insight and foresight



“Thanks to Protime, I get a good night’s sleep”.

Jos Straathof
Service Operations Manager

Who?

Hewlett-Packard CDS (Netherlands)

What?

Hewlett-Packard CDS (Netherlands) is a wholly-owned subsidiary of Hewlett-Packard Netherlands. The entity handles the on-site implementation of IT services. HP CDS’ 400 mobile engineers can be seen at work with some of The Netherlands’ biggest corporations and government organisations. Each month, the business provides around 90,000 hours in services.

Alongside the entity in The Netherlands, HP CDS also operates in Belgium, Luxembourg, France, England, Ireland, Germany, Spain and Portugal. The Belgian and Luxembourg units have been using the Protime solutions since 2006.

Info?

www.hpcds.com

Keeping some kind of perspective over 450 employees is an intensive and time consuming affair. When these staff are distributed across 80 internal and 150 Customer specific cost locations, you are looking at something which resembles mission impossible. IT service provider Hewlett-Packard CDS Netherlands decided to take the bull by the horns and implemented Protime. Jos Straathof, Service Operations manager with HP CDS: “At the mere push of a button, we now have a full bird’s eye view of our organisation. It is like a breath of fresh air.”

Straathof implemented Protime in 2008. He explains why he set out in search of an umbrella solution. “We measure our services in terms of ‘hours’ and in terms of ‘cases’. In the former, we are talking about the number of hours our engineers operate onsite at the customer’s premises at his request. In the latter case, we are talking about the number of hours we spend in response to specific customer requests. All of which tends to make our capacity planning a highly complex affair.” The rising number of staff involved was another factor that complicated matters. “In 2008, we employed 200 engineers, a number which has since grown at an accelerated pace. These events prompted an increasing need for steering in terms of planning and reporting.” In short: HP CDS was in need of a system that would enable the organisation’s capacity to be charted with the utmost precision.

Swift implementation

HP CDS compared the offering of a number of suppliers, including Protime. “Our Belgian colleagues were already using the software.

“Once Protime is in, it doesn’t need any looking after”.

Plus we found that Protime was best geared to the business case. We decided to go for ProTeam as ‘SaaS’ or ‘Software as a Service’. This enables you to log on to the system over the Internet, regardless of where you are, even if you are sitting under an olive tree somewhere in Greece. A perfect solution for our staff who constantly work from different locations where they are often unable to log onto the local server.” The system was up and running after three months: Protime was live on all HP CDS departments. “We have interfaced with our ADP payroll software and our Peoplesoft HRM system. The implementation went like a dream. We fine-tuned the system step by step in consultation with a Protime consultant. Initially, the system was met with a fair degree of resistance among staff. Quite a number of employees resisted the new system in the beginning. However, our engineers also now see the benefits it brings: it has eliminated the stack of paperwork they previously had to deal with.”



Jos Straathof

Service Operations manager with HP CDS Netherlands. In 2008, he decided to have the entire capacity planning and working hours registration of 450 staff conducted by Prottime.



With Prottime everything goes according to plan

HP CDS not only uses Prottime to record staff working hours, but also in manpower planning. The long term planning of permanent services, holidays and hours on call have all been pre programmed into the system. If everything goes as planned, staff do not need to record anything. If the planning is changed due to some kind of an expected event such as overtime or a doctor's appointment, the end user logs on via the 'ProNet' Internet application where they can adjust their working hours. Straathof: "Exceptional schedules, overtime bonus percentages in real time have all been incorporated into the system. Once it's in Prottime, it does not need any looking after." He is not concerned about staff misusing the new method of operation. "Due to the fact that the approval procedures have been built in so as to allow for a fair level of flexibility, we are able to specifically assign who authorises what. This keeps payments fully verifiable."

Accurate reporting

HP Netherlands insists on its HP CDS subsidiary providing it with a detailed substantiation of the invoice. Straathof: "Previously, our reports were inconsistent. Now, they are accurate, transparent and uniform. Whether we are dealing with sickness absence, overtime or the amount of time per cost location, Prottime returns it all. Plus it has made it easy for us to check productivity levels for each member of staff." Temporary workers at HP CDS also record the number of hours they have worked.

ProNet. "This gives an approved time sheet of the contractors in our system at all times. We only pay out if our supplier's invoice matches our data in Prottime."

Future-proof

Jos Straathof is simply beaming with energy, which he feels is to be attributed to the implementation of Prottime to an extent. "In the old days, our data management used to give me sleepless nights on occasion. But thanks to Prottime, I now enjoy a good night's sleep, every night", he says laughing. The biggest benefits? "We have insight

"Logging on regardless of where you are, even from under an olive tree in Greece"

and foresight. Having real time insight of our operation has resulted in an efficient time tracking and foresight, thanks to transparent planning. Moreover, our efficient method of operations allows us to offer competitive prices, which raises our market profile even further." Straathof sees a bright future ahead. "I expect we will continue to grow up to some 600 staff. We could not be more prepared."

The benefits for HP CDS Netherlands

- Efficient and effective planning
- A sense of balance in a complex working environment
- Cost savings:
 - HR dept. time savings > 15 hours each month
 - Planning dept. time savings > 20 hours each month
 - Time savings in verifying temping staff time sheets > 10 hours each month
- An end to paper time sheets (eco-friendly, no time sheets get lost)
- Accurate pay-outs and invoicing
- Easily accessible to all users
- Fast, easily accessible reporting