

“TRUSTWORTHY ENGINEERS, PROFESSIONALISM, ARE GREAT WORDS TO HEAR THAT GO A LONG WAY IN SETTING POSITIVE PERCEPTIONS WITH IBM AND OFFICE DEPOT”



Lieven Vander Biest
Service Manager
IBM

ABOUT OFFICE DEPOT

Office Depot ranks as one of the largest operator of office supplies superstores globally. The company's International Division includes operations in Europe and the Middle East, Asia-Pacific and Central & Latin America, providing business products, services and solutions through a dedicated sales force, the web, retail stores and catalogues.

ISSUES TO BE RESOLVED

Office Depot's challenge was managing their internal IT estate. They needed a Managed Service Provider (MSP) with the ability to provide a diverse range of services in line with their KPI's and long term objectives. These services ranged from, providing 1st, 2nd and 3rd line support to supporting with Project Management and security patch management.

Office Depot also wanted to migrate its entire workforce from Exchange to Office 365, a task that they didn't have the available resources to execute internally. Providing effective IMAC and break/fix solutions to remote sites throughout Europe was proving to be very challenging.

ACTION TAKEN

We worked through a partnership with IBM as a service provider to Office Depot to deliver tiered ICT support along with Project Management support and Office 365 Migrations. We forged a technical leadership team and a further partnership to provide the following services specific to Office Depot's needs:

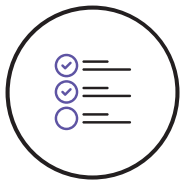
CLIENT FEEDBACK

"Thanks to aap3's as well as the wider team in their partnerships, who have all provided an outstanding service over last few weeks planning organising and physically managing the move in Nimes! We could not have done it without all of you. A great team so well done!! I think trustworthy engineers, professionalism, are great words to hear that go a long way in setting positive perceptions with IBM and Office Depot. "

Lieven Vander Biest - Service Manager, IBM



PROVIDE IT SUPPORT COVERAGE ACROSS 17X NORTHERN EUROPE SITES USING A SIGNIFICANT NUMBER OF ITS OWN ENGINEERS AS WELL AS FORGED PARTNERSHIPS WITH OTHER IT MSPS THIS ALLOWS AAP3 TO MEET THE 1 HOUR CALL OUT, 24/7 TO AGREED SITES.



MANAGED SERVICES

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.

ACTION TAKEN (CONT.)

- Tier 1, 2 and 3 ICT Support
- Network Infrastructure support
- Maintain Active Directory
- Field engineers
- Help Desk
- IT Project Management
- Office 365 Migration
- Security patch management

We migrated 5400 users to Office 365. The project was extremely successful and delivered on time. we are currently managing everything from Break/Fix to IMAC and/or re-image, with a team on site who are able to manage and work towards the agreed SLA's.

We manage events from the moment an incident is logged either through the portal, e-mail or by phone through to resolution whether we manage it to completion or escalate to a resolver group, we remain the main point of contact to the end user.

Our team of engineers working on site are fully supported and managed by us who are able to rely on internal resources or our recruitment division to ensure all engineers either on holiday or sick leave have a ready replacement to ensure business as usual for the client.

RESULT

We are a vital part of managing Office Depot's internal IT and have consistently exceeded SLA's on a quarterly basis. The relationship between aap3 and Office Depot has been long running since 2011. We provide IT support coverage across 17x northern europe sites using a significant number of its own engineers as well as forged partnerships with other IT MSPs. This allows aap3 to meet the 1 hour call out, 24/7 to agreed sites.

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.