Adecco takes a global view of Microsoft licencing management

Adecco is the world’s largest staffing company with nearly 6,000 offices in 58 countries around the globe. Each day, Adecco’s 30,000 employees match up nearly 700,000 associates with business clients in major cities around the world.

The company’s financial record is very impressive, but - like companies everywhere - it is now under considerable pressure to make cost savings and efficiency gains. This pressure led Adecco to appoint Hewlett-Packard as a global provider of Microsoft licencing management services.

“Different countries still have their own approach to IT and there is clear potential for making efficiency gains through centralisation. We identified licence acquisition as one area where we could leverage our size and purchasing volumes to achieve large cost savings,” explained Manuel Roger, IT procurement manager at Adecco Worldwide IT.
Rather than manage licences internally, Adecco believed that a specialist external provider could do the work more efficiently and cost-effectively. Having investigated seven potential suppliers, it chose HP’s Software Management Services.

“We needed a supplier that could provide us with a truly global solution while at the same time maintaining close contact with the individual countries. In fact, we wanted our local offices to receive an even better service than they would get with a local contract,” explained Mr Roger.

“HP was one of only two companies that could meet this requirement. It also had extensive experience of this type of contract and was clearly committed to making our partnership successful. Also, HP’s approach during the negotiation phase convinced us that the contract itself would run smoothly.”

clear savings

The licence management agreement covers 27 Adecco business units and a whole range of Microsoft products, including Windows NT, databases and office applications. HP, working together with Microsoft, is providing a whole range of licensing services, including ordering, tracking and invoicing. It also provides advice on the buying of new products and the upgrading of existing ones.

As well as a central HP contact based in France, there are a range of local contacts in specific countries. In addition, Adecco makes extensive use of HP’s Web-based tool, Licensing Services Online (LSO), which provides visibility of the entire licence management process.

According to Mr Roger, the partnership with HP has provided clear cost savings. The company spends less money on licences and on supporting them. It now has a global overview of its use of Microsoft products, while local offices receive a high-quality service from HP.

“We are very satisfied with the HP service, which provides exactly what we wanted. We have very good local contacts and we have access to people who really understand the contract and answer all our questions promptly. HP has proved itself more than capable of coping with 27 different units having different currencies and languages,” concluded Mr Roger.

For more information on HP’s Software Management Services please visit: www.elicensing.hp.com

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit: http://www.hp.com

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\textit{Manuel Roger, IT procurement manager, Adecco Worldwide IT}
partner: Microsoft

company: Microsoft
headquarters: Redwood, Washington, USA
founded: 1975
telephone: +1 425 882 8080
number of employees: 48,000
annual revenues: $25.3 billion
url: www.microsoft.com
business: Software
products: Microsoft Windows, Microsoft SQL Server, Microsoft Office, Microsoft Internet Explorer, Microsoft Exchange, Microsoft Outlook etc.

customer at a glance:

industry sector: Recruitment
name: Adecco SA
headquarters: Wallisellen, Switzerland
telephone: +41 1 878 8888
number of employees: 30,000
annual revenues: CHF 27.2 billion (EUR 18 billion approx.)
url: www.adecco.com

technology highlights:
• Microsoft licencing management services from hp's Software Management Services
• hp Licencing Services Online (LSO)
• Windows NT
• Microsoft SQL Server
• Microsoft Office

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