hp success story

The European pensions market is highly competitive, with established operators and new entrants alike fighting to increase their market share. In France, one of the longest-running pension providers is La Mondiale, established in 1905. La Mondiale is a life insurance company that specialises in pensions and is the country’s number one vendor of company pensions for independent professionals such as doctors, lawyers and accountants.

To maintain its market leader position, La Mondiale recently decided to adopt a more customer-oriented approach to its business, with an increased emphasis on customer satisfaction. As part of this initiative, the company established that its sales force needed better access to customer-related information and better communication with administrative staff. To achieve these aims, it needed to provide all 1,000 salespeople with a preconfigured laptop PC and a secure Internet connection to its core business systems.

hp supports La Mondiale’s new customer focus
To supply the solution, La Mondiale was keen to identify a single supplier for hardware and services. Bull, Compaq, IBM and Toshiba all bid for the contract but lost out to Hewlett-Packard.

“We wanted a company with a global offering and the ability to supply deployment, training and support services,” said IT production manager Thierry Patte. “HP fulfilled these criteria and differentiated itself from the competition by providing the best quality for the price.”

With assistance from local partner Mediatec, HP Global Services assumed responsibility for preconfiguring each Omnibook laptop PC and delivering it to La Mondiale’s salespeople, not only in France but also in overseas territories such as Guadeloupe, Martinique and New Caledonia. In addition, each salesperson was trained for one day on the PC, with face-to-face training being backed up by e-learning. Finally, HP provided a helpdesk solution and ongoing maintenance services.

Now everyone in the sales force can access the corporate database, whether they are working in the office, at home or elsewhere. According to Thierry Patte, each salesperson saves approximately half a day a week because customer-related information can now be accessed so easily. This saving translates into a very substantial improvement in productivity. At the same time, the company’s highly rated customer service is further improved, and La Mondiale hopes that this will ultimately lead to an enhanced competitive edge.

Feedback from users shows that they are very happy indeed with their new machines and with HP’s support service. The computers are covered by next-day support while the helpdesk aims to resolve 50 per cent of enquiries in less than 15 minutes and 70 per cent in less than an hour.

“I work very closely with HP’s people on the support project and we enjoy an excellent relationship. They are very competent and committed to finding a good solution for the customer. For me, HP is synonymous with quality, reliability and availability,” concluded Thierry Patte.

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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Thierry Patte, IT production manager, La Mondiale

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