



Case Study

Product

Managed Services

Client

Capgemini & Matalan

Industry

Retail



QUALITY

Having replaced all of Matalan's core systems within finance, supply chain, retail and marketing in a £25 million programme, Capgemini sought a service partner that could deliver a more resilient, broader base of services and deliver an improved return on investment.

The Client

A global leader in consulting, technology, outsourcing and professional services, Capgemini is headquartered in Paris, France and operates in more than 36 countries.

The Company employs over 86,000 people in North America, Europe and the Asia Pacific Region.

Matalan Retail recently renewed their outsourcing contract with Capgemini for a further six years, extending the scope of services to cover management of third party suppliers, in addition to support of Matalan's core business-critical applications, and provision of services in the areas of service desk, desktop support and infrastructure management, which fundamentally support the Matalan business.

The Solution

As part of the third party transformation undertaken by Capgemini, an opportunity was identified to tender for the infrastructure maintenance of stores. The objective was to find a partner who was able to provide a reliable service, whilst providing cost efficiency, flexibility and a broader range of value add opportunities.

Recognising that an experienced managed service provider was needed to ensure the on-going reliability and performance of Matalan's store retail systems & server estate, Capgemini awarded Calyx a three year contract following an exhaustive competitive tender process.



Working closely with Capgemini, Calyx successfully transferred staff, and following a period of cross training for field engineers, developed a robust support model, to enable take on of hardware maintenance support for the entire Matalan store infrastructure.

The Result

The serviced switchover happened seamlessly and was virtually transparent to the end user. Now, Capgemini has a more resilient and flexible service, plus the facility to offer a broader range of services from the same partner to its end client. Regular reviews of the service delivery process ensure continual improvement of the overall solution.

John Ward, Capgemini Service Delivery Manager for Matalan, said *"It has been a pleasure working with Calyx. Their professional and flexible approach has resulted in the successful development of a long term partnership, which benefits all parties involved."*

The Benefits

- Improved levels of service and support
- On-site expertise reduces end user down time to a minimum
- Smooth transition
- Costs contained through the effective use of resources and continued service improvement
- Confidence in a partner with proven expertise in the retail sector

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