



case study **at a glance**

Client	Spandex
Solution	Break-fix maintenance

Overview

- Spandex is major supplier for the graphics industry
- It chose Total to provide break-fix maintenance for Dell servers and storage, in 15 countries across Europe
- Warranty costs have been halved, without affecting service level or uptime
- “With Total, we’re getting the same service level as before, but at a much lower cost.”

Spandex, a major supplier for the graphics industry, selected Total to provide break-fix maintenance at sites across Europe. Total was able to provide Spandex with comparable service but at a much reduced cost.

Client

Spandex is one of the world’s leading suppliers of materials, sign systems, displays and equipment to the sign making and graphics industries. Founded in 1976, it provides a complete range of products and solutions to businesses that produce signs and displays, digital prints, speciality graphics, vehicle wraps and many other forms of visual communication.

Spandex has over 1,000 employees, with offices and warehouse facilities throughout Europe, as well as in Australia and the USA. It serves 40,000 customers, and fulfils 3,000 orders every day.

Business driver

Spandex has standardised on Dell hardware and was also using Dell’s services to support servers and storage. Spandex realised it could make significant cost savings by moving hardware support to a third party, without compromising the service it would receive.

Solution

Spandex chose to work with Total, which now provides hardware break-fix maintenance with a Next Business Day (NBD) service across Spandex’s sites in Europe. Total supports Dell servers and storage for Spandex, including its business-critical production systems, in 15 countries: Austria, Belgium, the Czech Republic, Finland, Germany, Italy, Lithuania, the Netherlands, Norway, Portugal, Slovakia, Sweden, Switzerland, Turkey and the UK.

Balazs Farkas, IT Infrastructure Manager at Spandex, says, “We chose Total based on price, capability and a great working relationship with our account manager.”

When there is a problem, Spandex’s IT team are able to log incidents with Total’s Service Desk by phone or email, or online directly into the ticketing system. Total will then dispatch a replacement device to the Spandex site and, where there isn’t on-site IT, provide an engineer to swap out the old part and install the new one.

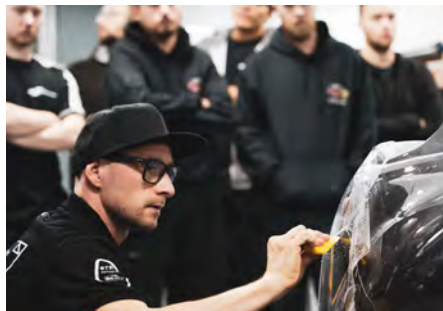
“We have a good relationship and good communication with Total’s people – when we ask for something, it gets done immediately,” says Balazs. “We have built-in redundancy for most of our kit,



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The savings from moving to Total are huge – we’ve reduced our spend on break-fix support by 50% compared to the manufacturer’s support, with no impact on uptime.”

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so don't always need next-day on-site service. When I need a replacement, Total ships it same day or next day, to meet my requirements.”

As well as providing Spandex with break-fix maintenance, Total supplies new IT hardware and software, and also provides consultancy services. This has included installation of an upgraded Wi-Fi network in the UK, and a Microsoft Exchange upgrade across Europe and for users in Australia.

Recently, Total has embarked on a project to implement Microsoft Teams for more than a thousand end users at multiple sites across Europe.

Benefits

All break-fix support is managed centrally by Total, giving Spandex a single contract and a single point of contact for services throughout Europe. This makes it simpler for Balazs, who is based in Belgium, to manage IT at multiple sites.

The primary benefit to Spandex has been a substantial reduction in expenditure, while not compromising its IT systems' availability or the service it offers its end users. Balazs says, “The savings from moving to Total are huge – we’ve reduced our spend on break-fix support by 50% compared to the manufacturer’s support, with no impact on uptime.”

“With Total, we’re getting the same service level as before, but at a much lower cost,” concludes Balazs. “For any business that cares about saving money, I would recommend Total.”