

Tardis/Moët Hennessy Case Study

“They’ve provided good quality people — they’re well trained, they have great manners and they’re willing and eager to help. That’s the stand-out feature. And that’s a cultural thing; that comes from good indoctrination and training and coming from a company that cares.”

Gavin McCann, Regional Applications Leader,
Moët Hennessy Australia

The Company: Moët Hennessy Australia

Industry: Retail – Wholesale

Geographics: Headquartered in Paris, France. A global company with a presence in every major country, Moët Hennessy has offices in all Australian capital cities as well as in Auckland and Christchurch in New Zealand.

Employees: 77,000 Global for LVMH Group; 90 across Australia and New Zealand.

The Solution: Provision of managed services to support Moët Hennessey Australia’s (MHA) Australian and New Zealand network, including desktop management and server management and maintenance, plus remote management to all states and New Zealand. Tardis Services also implemented IBM® server and storage hardware and provided upgrades and Windows® migration.

Business Challenge

Moët Hennessy Australia went to market for managed IT services in 2005. Tardis Services was chosen to provide desktop, server and remote support to all staff in Australia and New Zealand. Eighteen months later, LVMH Group in France chose to consolidate its entire Windows domain and outsource to a single global services provider. That provider took ownership

of Moët Hennessy Australia’s business in 2007. Service levels fell dramatically, complaints from end users rose exponentially and after months spent trying to rectify the problems, Moët Hennessy went back to the marketplace, investigated its options and entered into a new agreement with Tardis.

Tardis Solution

Tardis Services delivered a new managed services contract to Moët Hennessy Australia commencing in February, 2008, one year after the global service agreement had begun. Tickets were raised in Moët Hennessy’s global ticketing system to adhere to and report on service levels and Tardis was monitored throughout the initial contract period to ensure service levels were upheld and user acceptance gained. Within six months, reports showed that Tardis was meeting expected response times, service levels had improved and customer satisfaction was achieved.

Business Benefits

Moët Hennessy Australia uses Tardis to:

- Manage desktops and daily maintenance for all users across Australia and New Zealand
- Adhere to global Service Level Agreement for managed services
- Provide backend management of all IBM servers and storage, including backup, disaster recovery, remote management and emergency response
- Ensure staff acceptance, satisfaction and trust of the managed services provider

Quantifiable Benefits

Through this solution, Moët Hennessy Australia has:

- Generated savings by reducing outsourcing costs
- Improved business satisfaction through ability to adhere to global SLA
- Increased staff productivity through automating formerly manual processes
- Improved customer service due to rapid issue resolution



Tardis/Moët Hennessy Case Study (cont.)

- Enhanced system reliability across the entire desktop fleet
- Superior server response times, uptime and reliability
- Decreased management supervision through proactive service and monthly reporting and site review
- Lowered administrative overhead through capacity planning and escalation to Tardis senior personnel and team leaders

Managed services smooth Moët's path

Moët Hennessy Australia, part of the global LVMH group, is expert at sales and marketing. With 90 staff operating to tight deadlines and producing new business proposals across Australia and New Zealand, reliability of its IT system is crucial. But IT has never been the organisation's core competency, so in 2005 MHA went to market for a managed services provider.

The company had a short but vital list of requirements, according to Regional Applications Leader Gavin McCann, "It was responsiveness, cost, obviously - it's silly not to say that, but it was not the sole factor - and range of services." From a short list of three, McCann selected Tardis with whom he already had an established relationship. "The key factors were that they had the flexibility and responsiveness for a company of our size - it was important to us that we paired up with a company that felt like a good cultural fit and could understand our requirement for responsiveness."

Think globally, act locally

For eighteen months, all went well. Then MHA's parent company, LVMH, decided to drive cost efficiencies by outsourcing its IT back-office administration tasks internationally to a single well known and respected provider. It quickly became apparent that the new arrangement was not a success in Australia and New Zealand, said McCann. "That came down to size and the flexibility and responsiveness of that company. It was very hard to be forefront in their mind or get some mind-share in terms of the best thing for your business. It was quite disastrous actually."

Demonstrating to head office that service level agreements and reporting requirements were not being met took several months. They were met initially by disbelief, then curiosity and finally authorisation to go outside the global agreement and back to market to choose an ANZ provider. Having gone to market for the second time in two years, MHA's provider of

choice was again Tardis. So what does Tardis offer that the global provider didn't?

Everything old is new again

McCann sees the differences quite clearly. "It's that flexibility and the feeling that you're more of a big player rather than a small player in their operations, clear lines of reporting, complete and accurate monthly reports, the flexibility to have engineers on site for as many days as you require or not, and once again, it's that responsiveness that's really quite critical to us."

Originally on site two half-days a week, Tardis' presence at MHA has grown to three full days per week due to added complexity, the addition of new branches and almost twice as many employees as there were in 2005. McCann says, "They have their own desk and extension and email address on our own network, so that's how it's treated. Tardis is almost seen as an internal IT resource."

He continues, "I think their biggest strength and what's seen by the end users is their ability to understand the urgency that's required by a small to medium business and the responsiveness that goes with that. They have many other good qualities and strengths in terms of their own vendor alliances and the competitive pricing and technical expertise back at their head office, but what matters and what the receivers of the service see is how long it takes for the solution to be delivered, is the solution permanent or just a temporary fix and the interaction with the technician that resolves your problem. And we have very few, if any, complaints about those areas of the service."

Champagne services for a champagne house

The Tardis/Moët Hennessy alliance has withstood some extraordinary times and has emerged stronger for it, says McCann, "We have this relationship where - to use an old adage - we're not just a number and we've enjoyed that throughout the years."

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