



Revenue: €52.3 million

Duration: 54 months

Econocom Outsourcing Systems, Infeeny, Strategic Accounts Department

Support chain for user workstation environments across 26 sites in France

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| The project              | To provide extensive outsourcing of the user support chain covering the set-up of workstations, handling of calls, on-site support, Level 2 expertise, transformation of services through innovation, Windows 10 migration project for 44,000 workstations as well as end-to-end governance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| The client               | THALES is a global leader in state-of-the-art technology on five markets: Aeronautics, Aerospace, Defence, Transport and Security. It provides comprehensive solutions for on-the-ground decision making to ensure the security of States, organisations and populations.<br>This new contract consolidates THALES' position as one of Econocom Group's Top 3 Strategic Clients.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| IT Department challenges | Several years ago, THALES Group entrusted its service desk and on-site support to Econocom.<br>The Group's IT Department has recently introduced a competitiveness project focused on user satisfaction.<br>Within this context, THALES wanted to consult the market extensively in order to develop this outsourcing (Level 1) by complementing it with large-scale process set-up for workstations, a Level 2 technical expertise structure, a trajectory of innovation and digitalisation of services, including enhanced governance.<br>The Windows 10 migration project forms an integral part of the new contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Solution and key figures | <div>Scope of the solution:</div> <ul style="list-style-type: none"><li>Set-up/cloning of workstations, outsourced to our OSS Service Center in Parçay-Meslay, using a Digital Workplace type logistics model,</li><li>Service Desk of 70 employees in THALES' secure premises in Valence with Level 2 support unit integrated into the process, followed by gradual hybridisation of the handling of approximately 25% of calls via our Grenoble Service Center,</li><li>On-site support at 26 THALES sites in France provided by 135 employees,</li><li>Integration into the system of intra-company technical units to provide expertise, and to prepare and promote our Modern Workplace solution,</li><li>Digitalisation of the support chain to enhance the user experience,</li><li>Introduction of Innovation Committees leveraging the expertise of the Econocom Galaxy, including Infeeny.</li></ul> <div>Key figures:</div> <ul style="list-style-type: none"><li>Total Value of the Contract until the end of 2024: €52.3 million</li><li>End-to-end governance and support for 44,000 users</li></ul> |

The winning team

- Patrick Bichet, Strategic Bid Manager, IMS, Paris region
- Thierry Vandest, Pre-Sales Consultant, IMS
- Sylvain Chardon, Pre-Sales Consultant, IMS
- Jean-Marc Dubois, Service Delivery Executive, IMS, Paris region
- Alexis Ferrero, Windows 10 Programme Director
- Jean-Paul Fresney, Parçay-Meslay Service Center Manager
- Mathieu Leroy, Modern Workplace Domain Leader, Infeeny
- Cyrille Pernot, Security Officer
- Frédérique Dargance, Legal Advisor
- Sandrine Martin, Deputy CFO, Services
- Glen Elegoet, Senior Financial Controller
- Frédéric Anthoine, Cluster Director, IMS, Paris region
- Hubert Lafaurie, Global Account Manager, Thales, Strategic Accounts Department
- Long Le Xuan, CEO, Econocom System] Outsourcing, Chairman of Infeeny
- Laurent Roudil, CEO, Econocom France

What made the difference

- Provision of high-quality service by the existing teams throughout the implementation of the project and more specifically during the Covid-19 pandemic, which was formally acknowledged by THALES,
- Our ability to put forward a transformation plan based on Innovation Committees, in particular with Infeeny and the involvement of the Grenoble and Parçay-Meslay Service Centers,
- The presentation of enhanced end-to-end governance with new key players at the forefront: Christophe Gaudin, Laurent Fleury and Philippe Tcherkes,
- Our network of partners helped complement our offer: Avaya (telephony solutions) and Service Now,
- Our capacity to provide and ensure the involvement of accredited staff throughout France thanks to our sound Defence / Aeronautics / Nuclear Division and our Security Officer,
- Our leading position on the workstation outsourcing market in France and our specialist credentials on Windows 10 migration and roll-out projects,
- Strong presence in relation to the prescription and decision-making process at THALES,
- Rigorous work on the Project P&L to ensure profitability in line with Top Management's targets,
- Year-long work combining commitment, patience, proactiveness and perseverance by the entire team,
- Direct involvement of Top Management in the overall strategy, in taking ownership of the key milestones and in signing the project, alongside the Group's IT Department and the Procurement Department.

Key take-home points

- Extension (of both scope and duration) for a major outsourcing contract,
- Faced with significant and high-level competition (Cap Gemini/Spie, Atos, Helpline, Computacenter, SCC), our professionalism, determination and resilience helped set us apart,
- Overall profitability in line with Top Management targets.