

DAMOVO

Global Desktop Services Management



Change Driver

Following a successful merger between two global food manufacturers, the lead organization asked their outsourcer partner to take over the desktop support of the entire newly merged estate – which comprised of over 4,500 employees in 15 countries across Europe, the Middle East and Africa.

The operations manager planned only 4 weeks for the entire takeover of the service – which was a big ask given the size and complexity of the task.

In addition there was a legal requirement for some of the resident contractor engineers to be retained at some of the newly acquired sites, and the customer also had some requests to retain certain engineering personnel.

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Damovo Approach

Damovo secured the contract to provide desktop support, IMACD, incident management, asset inventory, swap & repair and on-site services.

To make the transition as smooth as possible, Damovo worked closely with the food manufacturer's procurement, billing and logistics departments and the previous service provider of the acquired company.

Damovo's legal and human resources, combined with experiences from TUPE*1) and ARD*2), ensured that all EMEA contracts were successfully transferred to Damovo within the 4-week deadline.

Furthermore, 13 employees of the previous internal service provider were transitioned over to Damovo at the customer's request.



Customer Value

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How the **operations manager** benefits

Due to the close cooperative relationship between all of the parties involved - client, outsourcer, incumbent service provider and Damovo - an uninterrupted transfer of service and a takeover of operations took place within the 4 week period.

This guaranteed the availability of the desktop services for all employees- without any disruptions to service.

How the **Outsourcer** benefits

The promised deadline was met and the trusting customer relationship was strengthened.

The intensive and committed cooperation between the outsourcer and Damovo in the fields of labour law, service processes, tools, technological know-how and unrestricted commitment strengthened the cooperation and delivered a successful service for the end customer.