



Optimise your IT systems and processes. Drive down infrastructure costs.

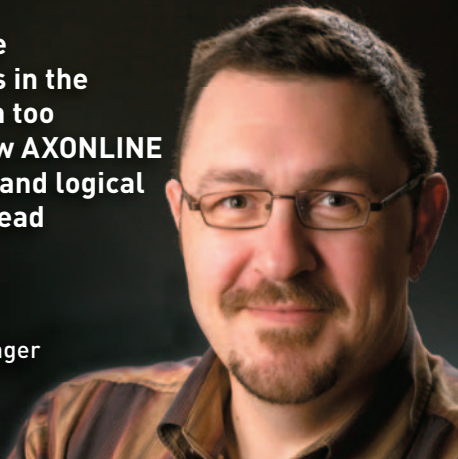
Axon Managed Procurement: Slash ICT procurement & support costs.

Cut as much as 20 percent out of your procurement and support costs. Simplify your supply chain and leverage Axon's processes to improve efficiency, speed and quality – without limiting your choices.

Axon is a market leader in the provision of sophisticated IT procurement services. Axon's Managed Procurement takes a new approach to the supply chain model, eliminating many steps (and associated costs) from the traditional supply chain process. This approach radically redefines the business model and consequently the value-add offered by Axon.

"We've looked at online procurement systems in the past, but they've been too cumbersome. The new AXONLINE system is so intuitive and logical I didn't even have to read the user guide,"

says Garth Cann,
Beca Office Services Manager



Beca: Case study

Procurement: faster, better, cheaper

Mid way through 2008 Axon went live with AXONLINE – its market-leading online procurement service – at Beca, an international professional services consultancy employing more than 2,000 people across the globe.

The system lets Beca select and order a full range of hardware and software products faster and more easily, at the lowest price available. AXONLINE seamlessly blends expert people, leading technology, and the smartest online processes to give Beca the convenience of online self-service, with instant access to personal advice and help from the Axon team as needed.

Beca can build its own quotes, and manipulate them to explore 'what if' scenarios. A standardised quote format puts information in the same place each time, and quotes contain detailed product information along with pictures of products where appropriate. Beca can ask for product alternatives, or quickly list product accessories. Online quotes are easily converted into orders at the touch of a button.

AXONLINE makes it simple for Beca in New Zealand to adhere to a global standardisation strategy that sees Beca offices worldwide use the same software and hardware standards. Managing standardisation is critical, both to leverage bulk purchasing discounts and to let Beca employees around the world share documents and collaborate on projects.

AXONLINE allows institutional product knowledge to reside with the company, not solely in the heads of individual employees.

Use of standard technologies makes for ready integration with customer systems. AXONLINE interfaces with Axon's full range of managed services – supporting the most sophisticated lifecycle service available in New Zealand, managing the IT lifecycle from selection right through to disposal.

With Axon Managed Procurement, you receive information in the most logical way for your business – be it over the phone, email, via the web, or via direct system to system connection.

Today, Axon Managed Procurement offers the substantial value that only a well proven model can offer. We have invested in a state-of-the-art software quoting and customer portal to significantly enhance our existing offering. This upgrade is part of our drive to continually ensure that we are providing leading edge procurement solutions.

Axon Managed Procurement offers you an independent, integrated procurement service. We combine people, products, technology, experience and partners to deliver a full range of IT products at aggressive pricing and a world class procurement tool, all supported by the highest standards and levels of service.

Leading the market in online procurement

In July 2008 Axon launched its new online procurement service – AXONLINE – following a highly successful pilot at Beca.

It represents a \$1 million redevelopment of the country's first and leading locally-based online procurement capability, used by many of New Zealand's leading private and public sector organisations. Axon also uses this system to provide outsourced procurement services for other IT services companies across Australia and New Zealand.

AXONLINE steps up the innovation and value Axon brings to your procurement experience and is a major advancement in making procurement faster, easier and more efficient. The bottom line is significant direct and indirect savings to customers over the usual three-year life cycle of owning and operating hardware. The highly sophisticated online procurement service encompasses a full range of hardware and software products backed by full call centre support and nationwide service.

“This outsourcing agreement is allowing us to improve service levels to our users and reduce our total cost of technology ownership at the same time,”

says Bruce Tinsley,
PGG Wrightson CIO



PGG Wrightson: Case study

Rapid provisioning at PGG Wrightson

PGG Wrightson has slashed the time taken to provision desktop devices and printers for its users from 15 – 20 days to 2 – 3 days, by outsourcing procurement and support to Axon.

PGG Wrightson awarded a three-year contract for technology procurement, imaging and support for its 1,500-seat network to Axon following an RFP. The company made the decision to outsource for the first time because provisioning was taking up what it calls ‘an inordinate amount of time’.

“It would have cost us a great deal to rework our internal processes to properly meet provisioning demand,” says CIO Bruce Tinsley. “This way, we leverage Axon’s far greater buying power so we reduce our spend. Plus we get access to sophisticated tools that are giving us a huge amount of visibility about where orders are in the provisioning process. This has significantly reduced calls to our Helpdesk.”

PGG Wrightson now has an end-to-end supply chain that includes lifecycle management, an ‘open book’ on margins and guaranteed service levels for users.

By standardising procurement Axon can tighten the management and support of the entire network, allowing PGG Wrightson to reduce its spend on both procurement and support. For this customer though, cost reductions were not the primary driver. PGG Wrightson was more eager to avoid the large investment that would have been necessary to bring its own internal provisioning processes up to the level of service required by the business.

PGG Wrightson also wanted to free its internal Helpdesk team from dealing with repeated calls from users, asking when a new machine would be delivered. Delivery time has reduced from 3-4 weeks to 2-3 days, and users can now see – online – exactly where their order is. This has allowed the Helpdesk to be much more available and responsive to user problems.

“Our Helpdesk team are also finding AXONLINE very useful for placing orders online, and getting much speedier quotes,” says CIO Bruce Tinsley.

The complete package

Developments to date include a new service desk platform, a highly sophisticated remote performance monitoring service optimised for virtual network environments, and a new virtual data centre service.

With AXONLINE the most immediately visible enhancements you see are a new ‘quoting engine’ and an unprecedented richness of independent information on products. This includes product and price comparisons, and detailed product specifications. You can see what stock is currently available across 140 different suppliers in New Zealand.

The quoting engine slashes the time taken to produce quotes. You can build your own quotes, or manipulate Axon quotes to explore ‘what if’ scenarios. A standardised quote format puts information in the same place each time, and quotes contain more detailed product information, along with pictures of products where appropriate.

New level of flexibility

The AXONLINE system also provides new flexibility for Axon to offer customers varying degrees of self service, or to offer a fully managed outsourced procurement service. The system is also sufficiently flexible to enable Axon to offer procurement as a managed service for other types of procurement besides ICT.

Axon backs up the procurement experience with all the ITIL compliant infrastructure managed services required to deliver dial tone infrastructure performance and resilience.

The system uses standard technologies that integrate readily with customer systems. The AXONLINE team also offers sales and support specialists in the areas of Licensing, server and storage, security and Mobility.

AXONLINE interfaces with Axon’s full range of managed services – supporting the most sophisticated lifecycle service available in New Zealand, from selection right through to disposal.

Air New Zealand: Case study**Outcomes-based contract delivers major savings to Air New Zealand's ICT services**

Since 2005, Axon has had a close partnership with Air New Zealand through an outsourced services contract for operational desktop service and support responsibility- with procurement playing a key role in driving major efficiencies and cost savings.

In late 2008, Air New Zealand signed with Axon for a five-year extension to its existing ICT services contract, locking in continued savings through a new outcomes-based services approach.

The multi-million dollar contract spans more than 7,000 workstations, 350 servers, 200 SQL databases and over 600 packaged desktop applications – in total more than 8,000 ICT assets.

Axon's CEO Scott Green said that Axon had made a major investment in new ITIL-compliant service desk tools and processes. Alignment of services to the ITIL Business Service Management framework made it possible to support outcome based service contracts, reducing costs to customers while improving system availability.

He said the fact that Air New Zealand had rolled over its contract for a five-year period was a strong vote of confidence in the quality of Axon's service delivery.

"Air New Zealand is Axon's largest single customer, so we're naturally delighted the relationship is in good shape. Our integrated managed procurement service is absolutely key to our high customer retention rate – and good evidence that we are achieving our goal of 'making ICT easy' for our customers."

Axon's Managed Procurement solutions include:

- AXONLINE – the market-leading online procurement tool, delivering savings of around 30 percent over the usual three-year life cycle of owning and operating hardware. AXONLINE offers highly sophisticated online self-service, but also facilitates instant access to personal advice and help from the Axon team as needed.
- Hardware and software procurement
- Volume licensing & Government Licensing agreements
- Stock warehousing
- Managed deployment and retirement of hardware/software
- Equipment financing
- Assisted and web self-service quoting
- Procurement workflow and approvals
- Dedicated catalogue management
- Hardware warranty enhancements.

Find out more

If you're ready to optimise your IT systems and processes in order to drive down your infrastructure costs, then getting started is easy. Talk to us to establish where you should look first. We can then provide a price specific to your requirements, including potential upfront cost savings should you wish to assess two or more processes in tandem.

For more information on how Axon can help you address your procurement and support requirements, contact us:

Visit us: www.axon.co.nz/top10

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