

APETITO CASE STUDY

“Since working with Xeretec we have made significant cost savings by moving away from purchasing our kit outright and to a DaaS model. The project rollout has been seamless and all our users now benefit from the latest kit, enabling them to do their job more effectively. To anyone looking at the solution we have invested in, I would 100% recommend you speak to Xeretec”

- Mike Calverley, Senior IT Infrastructure and Operations Manager, Apetito

Apetito make a real difference by manufacturing food and distributing it to hospitals, care homes, nurseries and some of the most vulnerable people in society. Apetito struggled with procuring the suitable technology for their business requirements and have leant on Xeretec to support them.

THE ASSESSMENT PHASE

The assessment phase consisted of a combination of in-house consultation and powerful business information to really understand Apetito's existing estate. This was to decipher the age profile of the kit and performance vs user expectations. With this information, we were able to boil down to a simple group of personas and right-size the correct technology based on different user requirements. These requirements were elements such as mobility, quality, and collaboration capabilities. Apetito were also lacking visibility on their end user experience and therefore acknowledged that they were delivering on perceived requirements that weren't based on any fact.

TRANSFORMING THE PROCESS

Xeretec's DaaS model enables you to bundle together your choice of digital workspace equipment with the associated services which are designed to reduce the menial workload within your business and improve your productivity.

THE CHALLENGES

- > Previously purchased kit on an adhoc basis resulting in volatile budget forecasting and high capital outlay
- > Users were sweating the kit until it became slower and less productive
- > Daily pressure on IT department to manually enrol devices and manage tech issues removing their focus from wider value-add projects
- > Working on a one size fits all basis which meant staff had unsuitable technology for their role and requirements
- > Struggling to find the required stock in the necessary timeframes

This is compiled into a simple cost per month that reduces the need for capital outlay and provides you with the lowest cost of ownership.

Apetito included Intune and Nexthink as a wrap around service for their devices. This means when a device arrives at Apetito and is turned on, it will build itself to the tagged user's requirements with no intervention from IT required. The EUX tool Nexthink, tells Apetito exactly what is going on in their estate and the user experience associated to each device. This has allowed the IT department to go from being reactive, to proactive as they can now identify and rectify hardware and backend performance issues before they occur.

POSITIVE OUTCOMES



COST

Apetito have experienced a significant cost saving since moving to a DaaS model. Their unit cost is now 15% lower than if they bought their kit transactionally but includes valuable additional services.



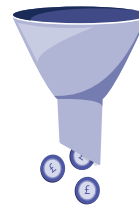
RISK

The modern devices Apetito have rolled out will automatically run patch updates to ensure their endpoints are secure and not at risk to any cyber breaches.



ENVIRONMENT

Apetito have gained visibility of their hardware lifecycle as they now receive an annual sustainability report. This shows the kit going back to Xeretec will be reused or recycled with zero waste ending up in landfill and recovers the residual value from these assets.



PRODUCTIVITY

Staff can now dock their devices at any desk and utilise a slick dual-monitor environment. Furthermore, our ability to auto-remediate common IT issues has given 1,000+ hours back to IT, enabling them to deliver on other key projects early.



EXPERIENCE

Apetito's user experience rating has improved from a score of 3/10 to a score of 8/10 since moving to a DaaS model. Each user now has the appropriate kit for their job role that is refreshed every 3 years and continuously monitored by a powerful and analytical end user experience tool.

WANT TO LEARN MORE? WATCH OUR VIDEO CASE STUDY

Hear from Apetito's Senior IT Infrastructure and Operations Manager, Mike Calverley and discover the positive outcomes Apetito have achieved since transforming the way they procure their technology.



XERETEC **ABOUT US**

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.



WANT TO LEARN MORE? **GET IN TOUCH**

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