



## Getronics provides a wide range of Global Network Services for Ford Motor Company, one of the world's leading automotive companies

### Company Profile

Ford Motor Company is a global automotive industry leader, who manufacture and distribute automobiles across six continents. With US\$155.9 billion (2019) revenue Ford's market position is No 5th, with plants in over 20 countries.

### Locations

Ford is headquartered in Dearborn Michigan, USA with 190000+ employees worldwide.

They also have presence in 200 countries around the world and direct operations in 77 countries.

### Challenge

At the end of 2010, Ford started their search to find a global IT support provider, capable to deliver On-site Network Services for Datacenters, Offices, Warehouses and for critical production facilities mainly in North America, Europe. Highest required SLA is 24/7 2-hour resolution for critical sites with dedicated resources, followed by 4-hour resolution for Hubs and NBD for smaller local offices. Service needed to support a total of more than 15000 network assets spread over 290+ sites are supported including DCs in North America, APAC and Europe.



**Sector:** Automotive Industry

**Solution:** Network Onsite Support, Project Implementation Services, Second and Third Level Remote Network Expertise Support

## The Challenge & Objectives

Ford Europe has been an active Getronics' customer since more than 40 years, beginning in 1980 with former Wang Global (who was acquired by Getronics in 1999).

Based on this long-standing, trusted and proven relationship, Getronics was awarded the Maintenance Contract for Ford's Global Network in 2011, covering more than 290 sites over a total of 26 countries in scope in Europe, USA and APAC. The scope of sites includes Plants, Warehouses and Office as well as Datacenters and Hubs. The contract had an initial term of three years, and due to Ford's positive service experience, Getronics has continued to provide these services to Ford for almost 10 years maintaining their confidence and quality of services along the way.



The global support services that Getronics provides to Ford under this contract comprise three functions:

- Hardware Break-Fix of supported devices
- On-site fault isolation support of network problems
- And implementation of physical changes to network devices.

Services include both dedicated on-site resources in the major countries and per incident dispatch resolution to local sites. Dispatch requests typically originate from Ford's Global Service Desk if the network problem cannot be solved remotely. Additionally, Getronics, won a second global RFP in 2016 to deliver Network Planning and Implementation Services including Wi-Fi surveys in over 35 countries in all regions. Getronics was able to win this RFP due to consistent service delivery excellence in the previous years, with continuous green SLAs reported and no escalations. Ford clearly positions Getronics as a trusted international player for Network Support Services.

Along with the onsite services, Getronics expanded our service footprint within Ford in 2016 to include the delivery of a Remote Network Support contract to provide CNA support for Ford's global layer 2 and layer 3 LAN and WAN across numerous technologies, as well as providing Network Management System (NMS) Tools to support their Global IP Network with a team of 10 people located at Ford's offices in the UK and Germany forming the European arm of Ford's follow-the-sun network support model.

ABOUT THE GETRONICS FAMILY: The Getronics family, comprising the Connectis and Getronics brands, has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security. [www.getronics.com](http://www.getronics.com). Getronics is a lead in the Global Workspace Alliance, a unique model that provides customers with a consistent IT service throughout the world, with one single point of contact and billing entity. [www.workspacealliance.com](http://www.workspacealliance.com)

## The Getronics Solution

- A single global provider for all countries
- Increased efficiencies and functionalities
- Cost savings
- Increased Delivery performance with consistent Quality
- A Single Point Of Contact and Contract for all their global entities and IT business needs
- An on-going Governance Model with a dedicated Getronics' Service Management Team interfacing and working hand-in-hand with Ford's designated counterparts
- Ford can rely on Getronics' expertise to ensure their networks are in good health, that any network issues are proactively managed and resolved, and that the critical network is available to Ford's operations
- Optimized IT-support experience and cooperation with the Ford internal teams across the globe

## Why Getronics?

The International Getronics Global Services Team which is also built upon our Global Workspace Alliance (GWA) framework and operating principles, worked as the pillar to understand Ford's business objectives, build key relationships, and pro-actively define future IT requirements. Getronics provided the needed flexibility to Ford ensuring that our solutions were the best fit for their business. We are also working in close partnership with our specialized Network Services Partner in North America to fully support the requirements of Ford in this region. Our successful Global Service Delivery Model including seamless Transition and competitive pricing convinced Ford that Getronics is the right partner to deliver these important services globally. Flexibility, quality and responsiveness are core to our DNA and these key factors enable Getronics to continue to build our success and provide assurance to our strategic global customer Ford.