



Building a worldwide advantage

Getronics delivers a new global infrastructure for Innospec

► **Innospec Inc. is an international specialty chemicals company with almost 1,000 employees in 23 countries. Innospec divides its operations into three distinct business areas: Fuel Specialties, Active Chemicals, and Octane Additives. Together, the three businesses manufacture and supply a wide range of specialty chemicals to markets in the Americas, Europe, the Middle East, Africa and Asia-Pacific.**

Advantage through innovation

A global operation requires a global infrastructure. Innospec operates in the international chemicals industry, an arena in which innovation and agility are critical capabilities for competitive success.

However, running and maintaining an international IT infrastructure is a costly and demanding exercise. It can contribute substantially to the capital and operating expenses of the organisation, and require dedicated management and technical expertise that could otherwise be invested in the core business operation.

A local presence worldwide

Says Neil Richardson, Group IT manager for Innospec: 'We are expanding rapidly and globally as a company, and we needed a mature IT partner with global reach. Getronics was a head above the crowd for us with its global delivery capabilities and strong local presence, together with its proven experience in the chemical sector.'

Global partnership

Getronics was appointed as strategic partner for the delivery of Innospec's entire global IT operations, serving approximately 700 users. The five-year contract calls for the provision of infrastructure, workspace management and application management services. Getronics is operating a multi-lingual Service Desk, providing incident, problem and asset management support on a 24/7 basis. A remote monitoring and management solution for the network and server infrastructure has also been introduced, and a self-service portal for end-users is also due to be launched.



Client name: Innospec

Sector: Chemical Industry

Challenge

- Delivery of IT Services on a global basis
- Cost reduction
- Innovation and improvement in support services

Solution

- Infrastructure, workspace management and application management services
- Service provision for Innospec's offices in 12 countries
- Multi-lingual services and support on a 24/7 basis

Benefits

- Delivery and support of IT Services on a global basis
- Reductions in the cost of operating and maintaining the IT infrastructure
- A good cultural fit between the Getronics team and Innospec
- Innovation and improvement in the support and delivery of IT services

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Neil Richardson, Group IT manager, Innospec

Full time team

A Programme Management Office (PMO) based in the UK, and a managed on-site presence at Innospec's UK headquarters have been established, to meet the company's infrastructure and applications support requirements, backed up by a Getronics Field Services team. There are 11 full-time Getronics staff based at Innospec's HQ, with shared services delivered from the Getronics' Global Service Centre in Budapest. For Innospec in the US, Service Desk and Oracle support services are delivered from Getronics' Global Support Centre in Mexico.

Lower costs, rapid innovation

The first priority was a reduction in the total cost of owning and operating its IT infrastructure. Getronics' operating model allows for aggressive pricing and close monitoring of costs for the duration of the contract.

'We were also able to demonstrate a high degree of flexibility in our approach,' says Craig Adams, Getronics Account Manager. 'Our specialist knowledge and experience of the industry, combined with our continual commitment to innovation, allowed us to adapt proven processes to the particular needs of the Innospec teams around the world.'

'Getronics' workspace and application management services provide us with the support and flexibility we need to evolve as a business, and to optimise our IT environment cost effectively.'

Neil Richardson, Group IT manager, Innospec

Industry insight

The project called for a low impact, high-speed implementation, and Getronics' experience in the chemical industry proved to be a significant factor in meeting this requirement. Says Neil Richardson: 'A project like this affects the daily working routines of almost everyone within the organisation. It was important for the Getronics team to have an insight into the operational priorities of the people who would be using the systems. 'It made for better communication and a closer alignment between our needs as an organisation, and the capabilities of the workspace.'

Getronics' multi-lingual service desk operation has also proved to be a valuable asset. Innospec is a truly global operation and problems can be solved more quickly where language is not a barrier to understanding.



Getronics — creating value for your enterprise

High performance enterprises are fuelled by a passion for improvement, by a drive to innovate. They realise that people are the key to their success and actively empower them to be productive, flexible and innovative. Getronics enables enterprises to make the most of their people.

Fully aligned to your business goals

Getronics provides people with the means to work together productively, securely and effectively, wherever and whenever they need. Our solutions are built on industry standard systems, using standardised technology as much as possible. And our services and operation are fully aligned with the world's most respected standards and frameworks.

Continuous improvement, constant service

Our processes are based on ITIL, and our organisations are ISO certified and leverage Six Sigma for continuous improvement. This means our clients can rely on continuously improving services, fully aligned to their business goals. And because we provide full support twenty four hours a day, seven days a week, our clients can focus completely on serving their customers.

About Getronics

Getronics is a leading international provider of Information and Communication Technology (ICT) services and solutions. Applying its expertise in workspace management, applications, and consulting and transformation services, Getronics helps organisations raise their performance and increase the productivity of their people, by providing them with the ability to share information and to work together efficiently, securely and effectively, wherever and whenever they need.

Getronics headquarters are in Amsterdam. Getronics is a subsidiary of KPN ICT Services. For further information about Getronics, visit www.getronics.com.

