

DXC TECHNOLOGY

NEW ZEALAND



PROJECT CASE STUDY

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DXC Technology is an American multinational corporation that provides business-to-business information technology services. Globally, DXC employs over 100,000 people and has a cohort of employees working from home here in New Zealand.

To maintain customer excellence and business continuity during a global pandemic, DXC partnered with Haworth on a worldwide supply agreement to deliver ergonomic furniture for their teams and staff working remotely from home.

As Haworth's authorised dealer partner in New Zealand, Europlan was tasked with the procurement, project management and implementation of an ergonomic desk and chair bundle for 200 DXC staff in NZ and safely delivering these to employees at home.

EUROPLAN PROJECT TEAM

Project Lead | Nikki Walker
 Project Manager | Rhia Spall
 Project Coordinator | Debbie Watson-Hemming



PROJECT IMPLEMENTATION

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Global shipping delays and varied alert level restrictions throughout NZ added a layer of complexity to the nationwide roll out.

Half of the employees were based in Auckland and living in alert level 3, Europlan has Essential Supplier Status across all Covid-19 alert levels so we were able to prepare these orders for safe handling and contactless delivery. The balance of the bundles were delivered safely around the country under level 2 conditions.

We were working to a delivery completion date of the 29th of October 2021, with stock for the bundles arriving to Europlan's Auckland warehouse in early October.

DXC engaged with RemoteRetail to provide a platform for ordering the work from home bundles. In collaboration they created DXC Gear, a purpose-built site developed for seamless ordering and distribution of the furniture. This process allowed DXC staff to directly access the RemoteRetail portal to order their furniture.

Europlan received a daily report from RemoteRetail which triggered a sales order process through our customer services function. Once the orders were entered into our system, we populated the report with an order confirmation and tracking details for each individual order and sent this back to complete the process.



KEY PROJECT DATES

Project Inception | October 2021
Project Delivery | October 2021

PRODUCTS SUPPLIED

- Aloha Easy with Arms
- 1200w x 650d Intuity Desks



PROJECT DELIVERY

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We utilised our operations facilities in Auckland and Christchurch to achieve a seamless logistics program to meet deadlines.

Stock arrived on the 2nd of October and the first deliveries to the North Island, excluding Auckland, commenced on Tuesday the 5th of October. These were completed by Monday 11th of October.

Auckland deliveries were managed by contacting each DXC employee, organising a time for contactless drop off and were completed by October 23rd.

We achieved 200 deliveries to homes nationwide within 4 weeks to provide DXC people ergonomic and comfortable solutions to work from home.

This process has worked really well, and we've had very positive feedback from DXC staff on how happy they are with their home packages.

