



## **Hewlett Packard Services EMEA\* chooses Global e-line for the implementation of its Extranet targeting the management of outsourced contracts**

\* Europe Middle East Africa

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**Hewlett Packard Services** implements its "HP Outsourcing" Extranet for customers whose IT infrastructures and networks are managed by HP and its partners within the EMEA area.

HP's Extranet allows recording all operations of outsourced contracts offered by HP and its partners (implementation, curative and preventive maintenance, etc.).

The HP Outsourcing "Extranet" is built on a 100 % secured "full tolerant" Web server architecture, and features:

- an advanced EDI/EAI system for electronic exchanges of incidents and FAQs between customers, partners and providers of Help Desk and FAQ tools and HP divisions,
- the respect of SIS standards and the use of webservices,
- the full compliance with SLA policies of all actors and outsourced contracts.
- the accordance with ITIL Best Practices.

The CRM ERM solution Global e-line naturally imposed itself as the strategic component of the Full Web / ITIL / SIS services of this Extranet. As a result, it allows a total compatibility with the existing Help Desk tools, a top level of reliability and evolutivity, as well as a high traceability of the data.

Hosted on platforms based in Italy, HP's Extranet is accessible by HP's outsourced customers within the EMEA area, thus paving the way to other geographical areas.

### **About HP Services**

As a worldwide company, HP offers an extensive portfolio of high-tech solutions, serving consumers from SMBs to enterprises to public sector customers. Its offer covers the infrastructure of the information processing systems, personal systems and products of access, provisions of services, the numerical imagery and systems of impression. In 2004, HP records a turnover of \$80 billion and counts 150 000 employees in 170 countries.

The largest national and European companies, as well as the most innovative SMEs, use Global e-line:

- \* BANCO LEONARDO
- \* CENTRES HOSPITALIERS
- \* CREDIT AGRICOLE
- \* EADS
- \* EDUCATION NATIONALE
- \* FRANCE TELECOM - ORANGE
- \* HEWLETT-PACKARD
- \* WARNER MUSIC
- \* SAINT-GOBAIN
- \* SOFINCO
- \* SYNDICATS INTER HOSPITALIERS...
- \* THALES GROUP
- \* TUPPERWARE

### **About BusinessLine**

BusinessLine is the European provider of the full web software package Global e-line, dedicated to Customer Service and Support Services (CRM, ERM). The Global e-line solution enables companies to optimise the quality of their helpdesk services and customer relationships. Fully integrated, flexible, evolutive, and adapted to quality programs, Global e-line contributes to keeping the IT, telecom and industrial infrastructures operational, in order to reach the highest level of satisfaction for both internal and external users. [Read the whole story](#)

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