



INNOVATION IS KEY PHILIPS

Robust, reliable network connectivity

EFFICIENT COMMUNICATIONS

Philips Italy selected Easynet for two projects; to provide corporate network access for their field-based sales and engineering staff, and also to provide remote equipment monitoring for their healthcare facilities.

At Philips the ongoing evolution of their information systems places process and manufacturing automation at the heart of their technological innovation projects. They wanted to provide their remote workers with access to key corporate systems and applications. This activity forms part of a wider project focused on supporting the communication needs of the staff that provide customer service to facilities equipped with Philips products and solutions.

“Easynet ensures complete visibility of process and protocols, meets deadlines, provides clear accounting and delivers high quality after-sales service.”

Pietro Macaluso, ICT Infrastructure Manager, Philips Italy

“Speed of response is of paramount importance to ensure that we comply with our customer service contracts,” said Pietro Macaluso, ICT Infrastructure Manager, Philips Italy. “Local support can only be provided when our remote workers have complete access to the relevant corporate systems and applications.”

A BESPOKE END-TO-END SOLUTION

The scope of the initial project was to provide access to approx. 400 remote workers. Following on from the success of this project this capability has also been extended to support the needs of other divisions areas. The Lighting and Lifestyle divisions wanted to provide their staff with remote access to the corporate sales system. The Medical systems division, on the other hand, needed to deploy high-speed links to hospitals to facilitate remote monitoring and management of diagnostics equipment. On-site service delivered to healthcare facilities is vitally important to Philips, and complete compliance with a customer contract demands a highly reliable network.

Easynet was the obvious choice as technology partner for this project. The contract was awarded based on a number of factors including; the performance of the solution proposed, the level of after-sale and on-site service offered, the handling of applications that would deploy additional connections and the proposed solution offered should an issue affect an individual link.

In addition, Easynet deployed a web portal that enabled Philips to enter and monitor orders in real-time, to check utilization and to address any issues or failures. The portal provides complete visibility and enables instant reportage on the status of each high-speed link.

Philips entrusted the deployment of all of these projects to Easynet. This is a clear acknowledgement of the professionalism displayed by Easynet.

SAVING TIME AND ENSURING CREDIBILITY

The Easynet solution has now been rolled out across numerous divisions within Philips. Remote workers rely on the connection provided by Easynet to obtain updates and information about medical equipment being utilized in the healthcare facilities throughout Italy. The same infrastructure is utilized by the remote salesforce who use it to gain access to the corporate sales system.

“Customer service is Easynet’s strength. It may be taken for granted, however in our experience some providers simply do not live up to expectations. We must respond quickly to any problem affecting equipment. From this perspective our expectations have been met,” added Macaluso.

Macaluso also confirmed the existence of ‘hidden’, but significant benefits. “When an end-user experienced a problem with their ADSL connection this was seldom solved by a field engineer. As a result, end-users turned to us, thereby increasing our workload. Easynet customer care provides our end-users with a prompt response when needed. This has made all the difference to our business.”

“This successful project demonstrates Easynet’s ability to deliver a very high quality of service and a very strong level of professionalism.”

**Sergio Barbonetti, Managing Director,
Easynet Italia**