



Streamlining a countrywide endpoint replacement

Seiyo Food-Compass Group reduces the cost of replacing its aging PCs by 20 percent while streamlining deployment across Japan with deployment services



Food Service Provider

Japan

Business needs

Seiyo Food-Compass Group wanted to replace aging PCs across some 1,800 locations in Japan, using Microsoft System Center Configuration Manager as per guidelines from its parent company, Compass Group. The company looked for a solution vendor to provide both replacement endpoints and services to enable the deployment.

Solutions at a glance

- [Client Solutions](#)
 - [Dell Latitude 3590 & 7390](#)
- [Dell Technologies Services](#)
 - [Dell ProDeploy Plus for Client Systems](#)
 - [Dell Technologies Consulting Services](#)

Business results

- Increased productivity with high-performance notebooks
- 450 endpoints rolled out at 350 sites in 3 months
- 20% more cost-effective solution
- Zero cost for endpoint disposal
- Client optimization through Dell Technologies Consulting Services

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Ryota Kiyozawa
Subject Matter Expert, IT Department
Seiyo Food-Compass Group

Seiyo Food-Compass Group is a division of Compass Group, a leading food services company with annual revenues of £20 billion (U.S.\$26.6 billion). Based in Japan, Seiyo Food-Compass Group delivers food and support services to hospitals, facilities for the elderly, and education institutions. It operates from approximately 1,800 locations across Japan.

Seiyo Food-Compass Group needed to replace PCs across its 1,800 locations because the aging machines and expired maintenance support. The company looked to replace the machines with new endpoints running Windows 10 and, in line with Compass Group policy, distribute the devices using Microsoft System Center Configuration Manager (SCCM).

Yuki Kuramochi, manager of the IT department at Seiyo Food-Compass Group, says, “This was the first time we’d used SCCM, so we were unsure how to proceed. On top of this, we have so many locations across the country that it simply wasn’t feasible for our IT team to handle the replacement. The fact that we didn’t have accurate information about the PCs at each of the locations was another problem.”

Solutions that are 20% more cost-effective

Seiyo Food-Compass Group looked at several solution vendors to help replace 450 PCs at 350 locations in phase one of the total replacement program. It assessed the solutions and services offered by Dell EMC, which has an agreement with Compass Group on endpoint solutions worldwide. Hitoshi Ishii, CIO and director of the IT department at Seiyo Food-Compass Group, says, “Dell EMC was a major contender, although we had permission from our parent company to choose another vendor. However, when we compared the cost of PCs from our current vendor with Dell EMC, we found Dell EMC was about 20 percent more cost-effective.”

As part of its work with Dell EMC, Seiyo Food-Compass Group incorporated the service capabilities of the Dell ProDeploy team and the ProDeploy Plus for Client Systems solution. The suite provides comprehensive project planning, knowledge transfer and 30-day post-deployment configuration support. For Seiyo Food-Compass Group, it could gather up-to-date information on aging PCs at 350 locations—information the Seiyo Food-Compass Group IT was previously not able to obtain. Ryo Takahashi, subject matter expert in the IT department at Seiyo Food-Compass Group, says, “At the request of Compass Group, we needed to create an image of the SCCM to deploy across the endpoints. With the help of ProDeploy Plus for Client Systems, we were able to create it easily.”

Successful deployment through collaboration

The ProDeploy team transferred the SCCM image to the Dell EMC factory to be installed on Seiyo Food-Compass Group’s Dell EMC endpoints. According to Kuramochi, one advantage of working with Dell EMC was

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Seiyo Food-Compass Group





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CIO and Director, IT Department
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the close relationship they already had with Compass Group headquarters in the United Kingdom. “It made collaboration easier between our parent company in the UK and our personnel here in Japan,” he says. “We were very happy with how the ProDeploy team consulted with us on SCCM.”

Seiyo Food-Compass Group chose the Dell Latitude 3590 notebook to replace the PCs across its sites. Ryota Kiyozawa, subject matter expert of the IT department at Seiyo Food-Compass Group, says, “We found the Dell Latitude 3590 offered higher performance and higher screen resolution than our previous endpoints. Our tests showed the Dell notebooks would allow us to complete work more smoothly. Until now our endpoints were heavy, had small displays and were difficult to work on.”

450 endpoints installed at 350 sites in 3 months

Seiyo Food-Compass Group deployed the Dell Latitude notebooks with the SCCM image preinstalled at the Dell EMC factory. Preinstallation helped the company distribute 450 notebooks at 350 sites within 3 months. Says Kiyozawa, “The ProDeploy team communicated individually with all the locations. We found the ProDeploy team was flexible in its scheduling, which I think is why the process went so smoothly. I was also impressed by how the team handled the return of our old PCs and coordinated with the delivery courier to create all the necessary shipping labels at once to reduce the work of writing out the labels for each location.”

Zero cost for endpoint disposal

Seiyo Food-Compass Group could remove the old endpoints and safely recycle the technology with Dell EMC. Kuramochi says, “We had been thinking we would use another company to dispose of the older computers, but we heard from our Dell EMC account manager about a buy-back program. We had included the cost of disposing of the old PCs in our estimates, but with the buy-back program, we safely disposed of our PCs while reducing the effective disposal cost to zero with Dell.”

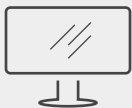


After the success of phase one, Seiyo Food-Compass Group will continue to implement ProDeploy to replace the PCs at the remaining offices as well as at Seiyo Food-Compass Group's headquarters, where it plans to roll out Dell Latitude 7390 notebooks. Comments Kiyozawa, "For phase two, we're thinking of migrating about 1,000 endpoints. The work will involve more than twice as many locations as last time."

Client optimization through Dell Technologies Consulting Services

The company is optimizing the performance of the Windows 10 environment running on the Dell Latitude notebooks using Dell Technologies Consulting Services. As part of this support, customers work with a Technical Service Manager to plan reporting and analysis of the environment to minimize unplanned downtime. Ishii says, "I want to make full use of Dell Technologies Consulting Services for our Windows 10 environment to help further improve efficiency. I look forward to hearing more proposals that make use of Dell EMC's technological capability and experience."

He continues, "We've been putting our focus into infrastructure improvements like strengthening our network and moving to Windows 10, but going forward we would like to make use of Dell's expertise in driving digital transformation. We'd like to make our data more visible to assist decision-making processes. We're also thinking that if we can gather information on our customers' preferences, we'll be able to provide even better services."



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