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The EMEA-wide rental processes for Hewlett Packard Enterprise (HPE) demo equipment are managed by the Westphalian technology service provider CDS Service. The self-developed SaaS solution “Limes” was also adapted for HPE for the Asian market.

An important strategy for the sale of IT and other high-tech products, which has a positive effect on customer satisfaction and trust in a brand, is the provision of demo equipment. In this way, customers can test whether the product meets their requirements in terms of user-friendliness and performance before making a purchase. Hewlett Packard Enterprise (HPE) also relies on such a service and provides its customers with appropriate hardware. This rental process is coordinated by the technology service provider CDS Service, based in Lage, Westphalia.

One service that HPE particularly benefits from is the provision of a platform for coordinating and monitoring the rental cycles - the complete SaaS solution Limes, developed by CDS. “The scalable software provides an overview of all relevant data, from the status of the rental process to the performance of the device pool.

This is extremely helpful in maintaining an overview,” explains Martin Sazinger, head of the HPE demo program for the EMEA Region.



HPE relies on the expertise and reliability of CDS for demo equipment management across EMEA

Experience, flexibility, value for money

Many criteria played a role in the decision to work with the technology service provider from Lage in East Westphalia:

The company's experience, flexibility in dealing with changes and the price-performance ratio were just some of the factors that ultimately convinced the HPE managers.

“The implementation of the rental service from CDS was carried out in a highly professional manner and on schedule,” says Sazinger enthusiastically: ‘This also has a positive effect on our customers’ satisfaction. CDS is a reliable partner that recognizes the challenges of its customers and reacts flexibly to changing requirements.”

Maximum added value for customers

In addition to this flexibility, the cooperation is also characterized by the proactive development of concepts for the further development and optimization of the HPE rental process on the part of the East Westphalian IT service provider. “We are always keen to offer our customers the greatest possible added value,” emphasizes Paul Koch, Managing Director of CDS.



Paul Koch
Managing Director CDS Service GmbH

This is why the experienced company has always relied on qualified employees who understand the needs of its customers. HPE appreciates this. A long-term cooperation has long been planned there.

Manage rental processes holistically with “Limes”

After just under a year of preparation, the successful collaboration was extended to the Asian market in 2020. The “Limes” software was adapted for thirteen Asian countries, including Malaysia, Singapore, Taiwan, Thailand and Korea.



Joint project: “Limes” software goes live on the Asian market

“We are very pleased that our cooperation with HPE has now been extended to the Asian market and are proud of our employees who made the smooth go-live of our software possible. This project has presented us with new challenges,” reports Paul Koch. In addition to the migration of data from current inventories and projects, the smooth transition from the previously used software to “Limes” was also quite demanding due to the different structures and working methods.

Another special feature of the project was the collaboration across different time zones and the training of all the people involved.

As a global standard solution for HPE's rental processes, "Limes" offers numerous features and benefits. By using the software, numerous e-mails can be saved - "Limes" offers an optimal workflow through dynamic approval procedures that are transparent and can be viewed online at any time. The customer and sales experience can be significantly improved with the help of real-time mapping from simple stock queries to individual live reports.

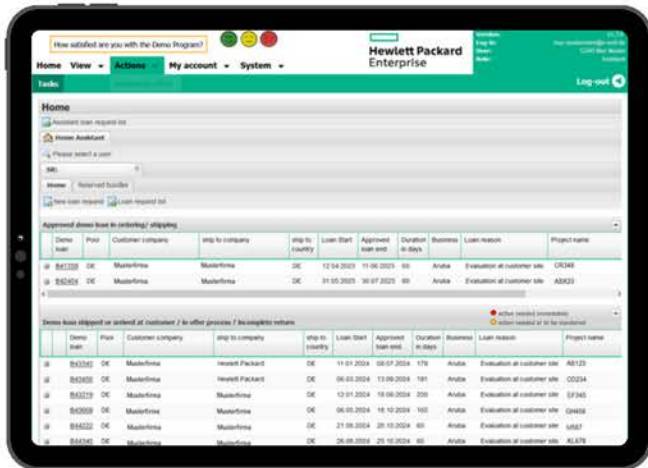
Efficient rental management: scalable solution automates processes and relieves the sales team

With its intuitive handling and user-friendly menu navigation, the scalable rental management solution also simplifies and automates administrative processes, allowing the sales team to focus entirely on sales.

Thanks to automated interfaces to SAP, "Limes" is able to take full control of the inventory and budgets and thus serves as a control module. The software is available in English and various Asian languages.

www.hpe.com/uk/en

www.cds-service.com/en/



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