

UNIVERSITY OF LIVERPOOL



DTP has been supplying University of Liverpool's client devices since 2000, which has led to improved procurement processes, saved administration time and reduced energy consumption. Steve Aldridge, Head of Infrastructure at University of Liverpool, provides us with an update on how the long-lasting partnership with DTP is going.

DELIVERING BESPOKE PRODUCTS AND SERVICES

DTP Group works with University of Liverpool to supply HP Notebooks, Desktops and Workstations, with the majority of the equipment being "built to order" and based on a pre-defined set of supported hardware configurations that suit the University's needs. The University's inventory system and DTP's systems are linked so that the order process is fully automated – a process which is now well tuned and delivering significant benefits to the University.

PROVIDING OUTSTANDING SERVICE

Steve comments: "Manufacturers on the framework agreements all make high quality equipment these days so it is the level of service received that makes a contract work; the processes at the back-end can make or break it. DTP has proven to be very flexible and they have got to know how we operate in this respect."



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Our Account Manager has got to know our site and worked out what he can do for us. It's true to say you can't expect everything to go right but it's what you do to put it right that counts. With DTP I feel our comments are taken seriously which is important."

A GREAT PARTNERSHIP

DTP has also assisted the University in becoming accredited to perform first line repairs on site. This option, together with the support on hand at DTP's Head Office as a HP Authorised Service Provider, means that issues get resolved at the right level.

Steve believes that the working relationship with DTP is a major factor in the success of the University desktop service: *"Importantly with DTP, we're not anonymous to them."*

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Steve Aldridge, Head of Infrastructure,
University of Liverpool



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