

# Heinz needed a reliable information technology (IT) partner. We brought high quality to the table.

We served up the right blend of  
flexibility and efficiency to manage  
a global infrastructure.



# Our consistent, reliable hosting infrastructure keeps costs low and service levels high.

## The Challenge

Buyers expect consistency and quality when they open a bottle of Heinz ketchup, or consume any of the myriad products sold by this iconic global food company. Heinz needed a high-quality global infrastructure hosting and operations management partner who could deliver the same level of consistency and quality.

Heinz also wanted an IT partner who could respond quickly to keep projects on track, consistently perform to high standards and continually seek out new ways to reduce operating costs.

They found that partner in Xerox.

## The Solution

What began as a mainframe services agreement – operated out of a single Xerox data center – has grown into a broad IT services partnership that continues to expand globally and strengthen each year. Today, our solution includes:

- Management of 750 client-owned servers – a number that has doubled since 2007
- Management of the data center network between Xerox's Pittsburgh, PA and Blythewood, SC facilities, interconnecting these 750 servers
- Support for more than 100 database systems

- More than 550 TB of enterprise backup services
- Disaster recovery across numerous applications (via SunGard and the Blythewood development and testing facility), providing flexible solutions based on disaster recovery objectives
- Management of 5,000 Microsoft Exchange mailboxes and 1,200 mailboxes for BlackBerry enterprise services
- Storage area network (SAN) service exceeding 315 TB

## The Results

We achieved the following results for Heinz:

- **Reliability** – We continually meet or exceed pre-established service level agreements.
- **Cost savings** – Our tiered pricing structure and top-line incentive program enable Heinz to pay by volume, which saves more money as the relationship grows.
- **Flexibility** – We adjust our schedules to meet aggressive project timelines when needed.

Today, Heinz and Xerox have a true partnership, with on-site account management that continually works to bring new ideas and efficiencies to the company. That reliable and responsive relationship earned us the honor of Heinz North America 2010 IT Supplier of the Year.



**Sector:** Consumer Products

**Solution:** Infrastructure Hosting and Operations

**Client:** H.J. Heinz Company

**Challenge:** Managing a global infrastructure cost effectively, while maintaining high-service deliveries.

**Results:** Delivering consistent service levels and finding new ways to reduce costs, with an increasing contract size and scope.

## The Bottom Line

When H.J. Heinz needed a solid ITO partner with the flexibility to respond to new project demands, Xerox stepped up to the plate. Our comprehensive tiered-pricing solution, dedicated team and consistent service

delivery have strengthened the relationship. We've nearly doubled the size of the original contract, and we've earned the honor of Heinz North America 2010 IT Supplier of the Year.

