

Case Study

Smooth Flight Ahead as Flight Centre Partners with CSG and Upgrades to HP PageWide Multi-Function Fleet.



CSG NZ and HP have joined forces to ensure Flight Centre receives a seamless hardware upgrade as well as responsive nationwide serviceability.

The Challenge

For travel specialist, Flight Centre, printing, scanning and copying of documents is an important part of daily operations. All retail outlets rely heavily on the functionality and reliability of Multifunction Print Devices, with some outlets having only one machine.

Previously Flight Centre had a fleet of HP Multifunctions which were due to be upgraded. After looking at various options, Flight Centre decided to go with HP PageWide technology in partnership with CSG to support the fleet.

The ability for CSG to service the Nationwide Coverage of the Flight Centre stores was an important factor for decision makers due to the business impact of having a device out of action.

“We worked alongside CSG to refresh 175 of our devices in 150+ locations throughout New Zealand” said Sonia Nel, IT Project Manager at Flight Centre NZ. “The team made the transition easy and seamless, taking care of the planning, shipment of devices, scheduling of install, communicating directly with each site to arrange the site visit, install and user familiarity with the new device, as well as removal of the previous device.”



Flight Centre New Zealand currently has over 140 retail stores making it the largest travel specialist in the country.

It employs over 1200 staff across a number of different brands ranging from those specialising in leisure travel to global corporate business.

It's part of the Flight Centre Travel Group, a \$20billion business and one of the world's leading travel agency groups.





“In my time as Service Delivery Manager (and previously working on the Technical Service Desk) at the Flight Centre Travel Group, I had been through several printer refresh cycles. This deployment was by far the easiest with the lowest touch required from our Projects, Support and Technical teams and the least amount of post deployment queries from our end users. The team’s detailed planning, proactive attitude, professionalism and experience resulted in minimal disruption for all - it just happened like magic from our point of view!”

– Sonia Nel

The Solution

Flight Centre NZ engaged with HP & CSG to develop a deployment plan whereby they could upgrade to new HP hardware while utilising the ability of CSG to provide service to their outlets nationwide.

“Throughout each step of the process the team were transparent, available and flexible. We had a few instances where we asked for changes to the schedule, due to certain original devices needing repairs and parts being unavailable at that time (this was managed by another vendor). The CSG team prioritised these devices and went out of their way to ensure that our stores could continue to trade without interruption,” said Sonia Nel. As part of CSG’s Managed Print Service, CSG supplies ink to the stores via an automated process, removing the need for stores to stock or order ink. CSG also provides full service and support of the device fleet for the full period of the contract, minimising downtime should a breakdown occur or maintenance be required.

CSG, HP and Flight Centre have also worked collaboratively to ensure that the security benefits built into the HP devices are maximised to enhance device security within stores.

CSG – One supplier. One simple bill

At CSG, we want to put flexibility and profitability back into the hands of our customers. That’s why we offer a range of business technology solutions across print, computer hardware and software, Cloud telephony and UC, and digital display – all on a subscription basis.

When you partner with us, you don’t just get a solution, you get access to our in-house experts who are on hand to support you through the pre-sales process, right through to implementation and maintenance.

Speak to our friendly team at CSG today. Call us on **0800 933 008**, or head to **csg.co.nz** where you can learn more about our unique product and service offerings.