



Deloitte Ireland

Deloitte Ireland is a leading business advisory firm, serving senior business leaders who are seeking to protect and create value in a complex, dynamic environment. Over 1,300 people in Dublin, Cork and Limerick provide audit, tax, consulting, and corporate finance services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 150 countries, Deloitte brings world-class capabilities and deep local expertise to help clients succeed wherever they operate.

Deloitte Ireland's client facing teams are continuously engaged with its customer base, with as many as sixty percent of Deloitte's practitioners out of the office at any time. When on client sites or travelling, this highly mobile workforce requires a robust, portable and connected technology to ensure the everyday running of the business.

A reliable laptop is extremely important to our day-to-day operations," says John Gray, Head of Technology & Operations at Deloitte. "Our practitioners are working to critical client deadlines, so they can't afford to have the technology they are using let them down, but at the same time the technology should have the flexibility to ensure a good work-life balance."

The requirements

Deloitte Ireland needed a long-term laptop partner to allow its workforce to operate efficiently, regardless of its employees' location. With this in mind, a key requirement was a secure and robust solution, which was compatible with core business applications and systems. Crucially, Deloitte's security infrastructure required devices to be architected to support a two-factor authentication model. Faster performance and solid battery life were also essential; "We needed a product and partner that we could trust to become an important part of our technology operations," says Mr Gray. "Low failure rates and high performance became a critical factor of the machine's three year lifespan."

The solution

Deloitte leveraged its longstanding global relationship with Toshiba, one of the select manufacturers that meet its rigorous global standards, to upgrade its workforce from the Toshiba Tecra M11 to either the Tecra R940 or the Portégé R930, the model choice dependant on the requirements of practitioners.

Each device provided a consistent experience in terms of power, capability and battery life. High performance was largely due to an innovative cooling mechanism in the devices, designed to ensure multitasking was never a factor in battery life. The Portégé R930 was reserved for senior executives required to work on the move more frequently, due to its exceptionally light design.

"Toshiba was an attractive choice for our business because it continues to produce reliable products that suit the mobile nature of our client engagement teams," reflects Mr Gray. "Strong, secure performance, packed into sleek light designs, meant that the R930 and R940 ticked all the boxes for us."

To ensure all information held on the laptops is secure, Toshiba worked closely with Deloitte's IT team to apply a two-factor authentication process, introducing both smart card access and full hard disk encryption to each device. A designated team at Toshiba was on hand to help with any operating system upgrades or general technical queries, working quickly and carefully to rectify any isolated performance issues during the installation process. The team also supported Deloitte during operating system upgrades, working closely with Microsoft and a range of other third parties on Deloitte's behalf to ensure the upgrades run smoothly.

"The level of service and support we continue to receive from Toshiba is invaluable," comments Deloitte's Head of IT & Operations. "We have a strong relationship with our points of contact which goes back many years now, and both parties enjoy the benefit of positive, on-going engagement. Our close relationship allows us to ensure any technical issues are swiftly resolved, and the support teams regularly go above and beyond the call of duty, whether it's a speedy response to issues, access to technology roadmaps or extending loan periods of test models."



Key to Deloitte's evolving requirements was Toshiba's R&D focus, ensuring its technology remains cutting edge. For example, the company shares with Deloitte its latest product roadmaps and preview models to assist them with future-proofing their technology. Importantly, Toshiba works to ensure they achieve the 3-year product lifespan without the product becoming outdated or non-compliant with future software. As part of the recent review process, Toshiba consulted Deloitte on the merits of touchscreen technology; advising that while exclusively touchscreen applications are not prevalent just yet, procuring these devices now may be judicious should they become common in the very near future.

Toshiba Europe GmbH. For more information about other Toshiba customer successes, please visit: www.toshiba.eu/b2b

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Sharing such insights takes place regularly, but most notably at Deloitte's global annual meeting, during which senior management at Toshiba collects feedback from staff and incorporates this into its own decision-making process. In addition, Toshiba was one of a small number of vendors invited to participate in the recent Deloitte annual EMEA Technology conference, which allows Deloitte personnel to experience the latest products and share their feedback with the Toshiba team.

The results so far

Deloitte Ireland continues to report cost efficiencies as a result of its rolling laptop upgrades. This is due to a range of factors it continues to hold Toshiba in high regard for, including the reliability of the product, which has led to a failure rate of less than one percent.

"Given that we cannot afford to have our practitioners off air at any time, we have been really impressed with the reliability displayed across the range of Toshiba models," said Gray, "the battery life of machines also means that staff's productivity is not affected when on the move."

Deloitte Ireland also benefits from a lower cost of ownership overall because all of the Toshiba models share the same build, in terms of docking stations and adapters. This also meant the transition to the new products was straightforward for IT and the workforce because they were part of the same ecosystem as their previous models.

The future

Toshiba and Deloitte continue to work closely together, forging a mutually beneficial relationship. Collaboration ensures Deloitte is aware of Toshiba's latest innovations, enabling them to take advantage of Toshiba's laptop technology and global laptop specification process. Deloitte also works with Toshiba's business and procurement professionals to help define what the product roadmap standard may be for upcoming releases.

"The pace of business and level of change in the wider industry is accelerating faster than ever before, so we need to support our practitioners with the very best technology," says Mr Gray. "They rely on the devices and infrastructure we provide, so we're always investing in our technology stack. As mobility is fundamental to our operations, we're excited to see Toshiba continuing to introduce lighter, high performing models to its product range."