

# Universidad Andrés Bello elevates service and support

Improving IT service response time and customer satisfaction with  
HP Managed Device Services (MDS)



Universidad  
Andrés Bello



INDUSTRY:  
Higher Education



COUNTRY:  
Chile

## Objectives

- Optimize device fleet management
- Minimize security threats
- Enable collaboration across eight campuses

## Approach

- HP Managed Device Services (MDS) for improved hardware support, services and analytics
- Endpoint management for 2,500 devices
- HP handles configuration and security tasks

## Business Outcomes

- Free IT staff to focus on education priorities
- Improved student and staff user experience
- Faster incident resolution increased UNAB staff productivity
- Time and cost savings with a single provider
- Planned extension across entire university

# 48,000

students

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# 8

campuses

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## Objectives

Providing the tools to transform learning and drive research

Universidad Andrés Bello (UNAB) is the largest university in Chile, with 48,000 students and eight campuses located in the country's three largest cities: Santiago, Viña del Mar and Concepción. The university focuses on providing a world-class education to its students, preparing them to enter a global workforce and drive innovative thinking and research that will enrich and give back to their communities.

Eduardo Guíñez, Campus Director at Casona Las Condes, one of UNAB's main campuses, agrees: "In every field of study, from healthcare to business to education, we look beyond providing the tools, knowledge and skills our students need. We ask what we can do to help to make our country better. I believe that's the value they choose with us."

However, UNAB found that as the university grew and expanded its use of technology, its IT department was spending less time building value and more time maintaining devices and managing software. "The size of our institution makes it challenging to provide our students and faculty with the tools they need to do their work," explains Rodrigo Loyola Armijo, Director of Technology and Information, Universidad Andrés Bello. "Time and opportunity are key.

"When a professor or student needs software, it must be updated, available and accessible to anyone who needs it. We also need to be able to help people quickly and efficiently when they experience problems, and that was becoming more difficult."

UNAB faced the challenge of protecting students and staff from external threats such as malware and ransomware, as well as controlling physical security and access to the devices across the university's many locations. The IT team wanted a more proactive, unified approach that would require less time and manual effort, which led them to explore the HP MDS solution.

**"With HP MDS, UNAB provides operational support onsite for our users, bringing service response times to a minimum."**

Rodrigo Loyola Armijo  
Director of Technology and Information, Universidad Andrés Bello



“Working with HP as a single technology provider saves time and costs. HP understands how we work as an institution and in the classroom. Having that level of understanding allows us to be much more efficient and effective, which is important to us.”

Rodrigo Loyola Armijo  
Director of Technology  
and Information  
Universidad Andrés Bello

2,500

devices managed

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Time and costs saved

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## Approach

Providing hardware, AI-driven analytics, proactive management and services

Today, UNAB has a three-year HP MDS contract that covers eight campuses with 2,500 devices. HP manages a portfolio of devices from high-performance HP Z Workstations and EliteBook notebooks to ProBook notebooks and ProDesk PCs. The HP MDS solution includes AI-driven insights for early detection of battery or hard drive replacement needs before any interruption to users. Analytics and reports from HP TechPulse provide insights and guidance for IT planning, budgeting and resource optimization.

“With HP MDS, UNAB provides operational support onsite for our users, bringing service response times to a minimum,” says Armijo. “It isn’t enough to simply deliver a device. Instead, we must ensure the device is always available, with all its data and applications, whenever someone needs it.”

HP also provides device configuration services, including asset tagging and image loading; managed deployment services; optimization services including installs, moves, adds and changes; as well as ongoing asset management and responsible end-of-life services. The university also enjoys a dedicated Account Delivery Manager and dedicated Level 1 helpdesk services to address the 3,000 helpdesk requests submitted to the university’s IT department each month.

In addition, Armijo and his team use HP MDS to maintain control over the security of university devices, to minimize security vulnerabilities with the latest OS patches and to enforce security policies and protect devices with physical security measures.

## Solution at a glance

### HP Services

Managed Device Services (MDS)

Proactive Insights

Configuration Services

Deployment Services

Helpdesk

### HP Hardware

EliteBook Notebook

ProBook Notebook

ProDesk PC

Z Workstation



Faster response times  
resolve problems quickly

<50%

Helpdesk call and ticket  
volume reduced by half

## Business Outcomes

### Faster, more effective services and support

Using a single-vendor solution empowers UNAB to improve the user experience for students and staff. Students and professors get the benefit of dedicated HP Helpdesk and device refresh services, so devices are ready and working whenever and wherever needed. Since HP assumes the time-consuming tasks of supporting, securing and managing devices, Armijo and his IT team can concentrate on more strategic initiatives.

“We decided to adopt HP MDS because it allows us to deliver better service and support to our students and staff. We’re a large university with a high demand for tech support, and it takes a lot of time and effort to meet those needs. HP Helpdesk makes it possible to deliver that support quickly across a growing and complex IT environment.”

HP has become a valued strategic partner for UNAB, working closely with university staff to develop a holistic understanding of the IT organization’s needs. “Working with HP as a single technology provider saves time and costs. HP understands how we work as an institution and in the classroom,” Armijo says. “Having that level of understanding allows us to be much more efficient and effective, which is important to us.”

UNAB is now looking at extending HP MDS to a total of 6,000 devices so it can offer its benefits to the entire university. “When you’re working with the operational complexity of a university, having a robust technology solution provider is critical,” Guíñez says. “We need to be fast, we need to have information, we need to deliver stability in our services, so a relationship with an industry leader is very positive for us. Working with HP allows us to achieve important synergies between the different services and products we provide.”

Armijo says those solutions will help UNAB students to embrace technology as it evolves. “Technology crosses all disciplines, and all of our students – whether they’re training to be engineers, doctors or lawyers. We’re helping them prepare for that future.”

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