

# Home help provider doubles in size every year and helps 800 people retain their independence

- Mobility
- Server consolidation



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*Pierre Francis, Managing Director, Vitalliance*

## Customer profile

Company:	Vitalliance
Industry:	<a href="#">Healthcare</a> (private)
Country:	France
Employees:	3,540
Website:	<a href="http://www.vitalliance.fr">www.vitalliance.fr</a>

## Business need

Privately owned care provider Vitalliance needed a robust, centralised IT infrastructure to help staff co-ordinate and deliver services to 800 customers across France.

## Solution

Vitalliance deployed centralised Dell™ PowerEdge™ servers, and Dell OptiPlex™ desktops for employees.

**vitalliance**  
service professionnel d'aide à domicile

## Benefits

- Centralised system helps Vitalliance co-ordinate care at home for 800 people
- Competitive edge boosted with Dell technology
- Vitalliance stays efficient with fast Dell delivery and support

Pierre Francis and Julien Castel founded Vitalliance in 2003 to provide care at home for people restricted by age or disability. They help individuals who need domestic assistance to stay in their homes rather than moving to residential facilities. Pierre Francis, Managing Director, Vitalliance, says: "We employ around 3,500 care staff across France, with the aim of offering customers a range of services and a choice of three carers."

"Our success lies in our efficiency and quality, and those attributes are supported by long-term engagement with Dell."

*Pierre Francis, Managing Director, Vitalliance*

## Technology in practice

### Services

[Dell ProSupport](#)

– Next Business Day On-site Service

### Hardware

[Dell™ PowerEdge™ R200 servers with Intel® Xeon® processors](#)

[Dell OptiPlex™ 330 desktops with Intel Core™ 2 Duo processors](#)

[Dell Vostro™ 3300 laptops with Intel Pentium® processors](#)

Vitalliance has used Dell technology since 2003. The company's core software platform – Vitacenter – currently runs on an enterprise infrastructure consisting of five [Dell™ PowerEdge™ R200 servers with Intel® Xeon® processors](#), and other Dell PowerEdge servers. Vitacenter houses applications for every aspect of the business, from recruitment to finance. It also holds archives of all transactions conducted since the company was founded. "We have 800 customers, in diverse locations," says Francis. "Meeting their changing needs requires careful co-ordination of resources. Employees must have access to a number of applications, including those used for care reports and invoicing, and they also need continuous access to email. To achieve this, we are deploying a centralised IT infrastructure at our office in Boulogne."

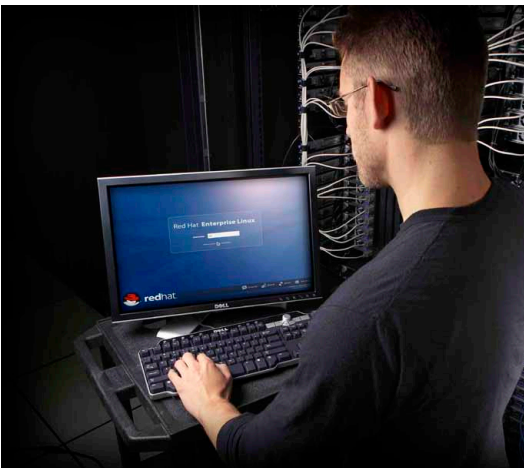
Vitalliance has a clear, ongoing goal – to help people maintain their independence without struggling with routine tasks. This also provides respite for family members who are carers. Francis says: "When a family requests assistance, it's often a sensitive matter. The more efficiently we respond, the less stressful the experience. We can deliver services within 48 hours of an enquiry. This would not be possible without a strong IT backbone, such as the one we have with Dell."



## Centralised system helps Vitalliance co-ordinate care at home for 800 people

Powerful technology underpins the Vitalliance business model. "We've received 20,000 applications for care-based positions over the last three years. Without the right software to manage information – not least to match the right care professionals with the right clients – we would have failed in our business goals. Our Dell enterprise infrastructure gives us the availability and performance we need from our mission critical applications," says Francis.

He continues: "Many companies see IT as a problem – we see it as an investment. All our employees have two screens on their desks: one for email and one for Vitacenter. It's easier for them to manage their workloads this way. Investing in Dell technology is integral to our strategic approach to IT."



### Competitive edge boosted with Dell technology

Francis has seen his company overtake competitors in the market. In two years' time, he hopes to provide services in every region of France. The company uses **Dell Vostro™ 3300 laptops with Intel Pentium® processors** in its French agencies to connect to the central Vitacenter management system and coordinate projects. The Vostro 3300 laptops are ideal for Vitalliance because they're slim, light and mobile – weighing less than two kilograms. Plus, they have built-in webcams, microphones and powerful networking capabilities. "Dell Vostro laptops are compatible with our systems. Doubling in size each year, we have left many of our competitors behind," says Francis. "Our success lies in our efficiency and quality, and those attributes are supported by our long-term engagement with Dell."

### Vitalliance stays efficient with fast Dell deliveries and support

Responsiveness is the first thing Francis looks for in a technology partner. He says: "I order around 20 **Dell OptiPlex desktops** each year. I expect prompt delivery and support. Dell has an excellent sales infrastructure, which makes the ordering and delivery process painless."

To give staff maximum uptime, the company chose **Dell ProSupport** with Next Business Day On-site Service. "Dell ProSupport means there's minimal-to-no service interruption if something goes wrong. Dell solutions are highly reliable, but on the rare occasions I've needed technical assistance, I've been impressed with the response time," says Francis.

For more information go to: [dell.com/casestudies/emea](http://dell.com/casestudies/emea) and [dell.fr](http://dell.fr)

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