

# HP uses 9Lenses to identify hidden capacity constraints while reducing the time spent on data collection and analysis by 75%



HP provides one of the most comprehensive portfolios of hardware, software, and IT services. The world's second-largest provider of PCs, HP also sells servers, storage devices, printers, and networking equipment. The company's services unit offers IT and business process outsourcing, application development, consulting, systems integration, and other technology services.

**Industry:** Computer Hardware & Software; IT Services  
**2013 Sales:** USD \$112.3 Billion **Employees:** 317,500

## Underperforming Business



**Situation:** One of HP's major businesses was not meeting financial expectations.



**Participation:** 74% of the business unit participated in the diagnostic; the 400 respondents contributed 3,500 comments.



**Outcome:** HP found that teams were not maintaining "swim lanes," resulting in significant internal overlap and competition that were draining valuable capacity.

## Looking Beneath the Surface

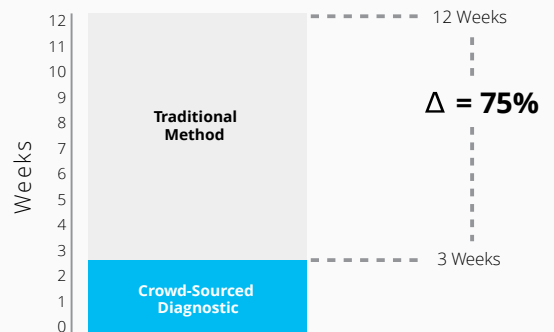
Hewlett-Packard (HP) deploys 9Lenses, a crowd-sourced diagnostic platform, to get insights into constraints that limit capacity, pinpoint the root causes of capacity constraints with structured and unstructured data analysis, and pressure-test executives' brainstormed solutions against employee-generated ideas to ensure that solutions align with reality.

*"The leadership team that received the results said this was the most comprehensive strategy presentation on a business they've ever been part of. It will be the model for all the regions moving forward."*

## Approaches to Uncovering Hidden Capacity Constraints

Analysis: Breadth & Depth	Costs: Resources & Time	
✓ High	✓ Low	<b>HP's use of 9Lenses</b>
✗ Low	✓ Low	<b>Strategy Team Interviews</b>
✓ High	✗ High	<b>Detailed Workload Modeling</b>
✗ Low	✗ High	<b>Consulting Engagement</b>

## Time Spent on Data Collection and Analysis



Source: CEB, Capacity Snapshots, Arlington VA, 2014

Contact Us: [Sales@9Lenses.com](mailto:Sales@9Lenses.com) | 855-953-6735 | [www.9Lenses.com](http://www.9Lenses.com)

