



## Covidien Case Study

### Introduction

**A global market leader, Covidien (formerly Tyco Healthcare) employs 41,000 people worldwide in more than 65 countries with products sold in over 140 countries and 48 manufacturing facilities in 17 countries.** Dedicated to R&D, Covidien invested over \$550 million in 2011, with projected increases in 2012



expected to continue to grow. Covidien is committed to creating innovative medical solutions for better patient outcomes and delivering value through clinical leadership and excellence.

Website

<http://www.medtronic.com/covidien>



### Business Challenge

Managing rapid expansion efficiently.

Global expansion over the years has seen Covidien grow its sites rapidly resulting in many individual offices each with local business operations including Sales, Distribution Centres, Manufacturing and Contact Centers as well as the European Comms team supporting voice, LAN, WAN, VC and wireless across multiple sites – with a mix of supplier equipment and maintainers across Europe, the Middle East and Africa (EMEA).

### JT Solutions

JT was selected as Covidien's technology partner to provide installation, consultancy, advice and maintenance and support across their global operations.

As well as providing telephony and videoconferencing in 25 locations across EMEA, JT has deployed contact centre solutions in the Customer Services Centre such as Workforce Management, Fax and Archiving solutions.

The ability to deploy a global strategy across local operations enabling a vastly improved yet consistent experience for Covidien customers.

For the customer, each country retains its local flavour and service and in-country managers retain local control while supporting Covidien's global strategy.

For Covidien this means one maintainer, one provider, one billing company, one point of contact/support, single responsibility and one coherent approach.

## Customer Endorsement

“JT is very much seen as an extension to Covidien’s IS team having deployed all of our key communications technology over the past 7 years.”

Dave Farlow – IT Director

## Contact details

For more information contact our Business Solutions Team:

**T** +44 20 7920 2000  
**E** [business.solutions@jtglobal.com](mailto:business.solutions@jtglobal.com)  
**W** [www.jtglobal.com/business](http://www.jtglobal.com/business)

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