

Glaston enjoys an internationally scalable service model, Patja

"Patja was the most complete IT infrastructure outsourcing model. One could clearly see the benefits it will bring."

– Harri Karjalainen, CIO, Glaston



Customer's challenge

Finland based Glaston Corporation is an international glass technology company and the global market leader in glass processing machines. The company manufactures machines in six countries. Glaston's own glass processing unit, Tamglass Glass Processing, is a manufacturer of high quality safety glass products.

Glaston (previously Kyro) has a history of 135 eventful years. Its net sales for 2007 amounted to 270 million euros and it employs some 1,500 people. The company is listed on the Helsinki Stock Exchange.

Glaston used to have a disjointed array of ICT elements that were maintained by in-house personnel. Eventually it became evident that the company needed to create a global IT platform that would offer IT services to all of its subsidiaries. After a competitive bidding process Glaston selected Fujitsu and the managed service operating model, Patja as its IT partner.

"We sent an RFT to all the domestic IT service providers that offer a global outsourcing model. Patja turned out to be a complete product compared to the others, being able to clearly demonstrate the benefits it would bring ", CIO Harri Karjalainen of Glaston says.

The first phase of the Patja service was deployed in June 2007 and service was rolled out to the entire group in January of the following year.

Fujitsu solution

Glaston's Patja solution incorporates workstation services, servers and machine rooms. It also covers helpdesk, maintenance of the Windows and network environments as well as firewall management.

In addition to Glaston offices in Tampere and Helsinki, Patja has also been deployed in Italy, China, USA and Brazil.

Typically, a Patja project begins with a specification of an organisation's ICT infrastructure in three years' time. Based on that a development plan will be drawn up, bottlenecks of ICT cleared out, and the service concept harmonised. As it happened, Karjalainen wanted to get the project completed within a year.

"We already knew what we wanted. But the change was rather challenging to our numerous sales offices which switched from an independent operating model to being a part of a group-

SUMMARY OF KEY FACTS

Customer:
Glaston

Services delivered:
A managed service operating model, called Patja in Finland.

Key metrics:
Approximately 1,000 workstations in nearly 20 countries.

Benefits:

- Adapts to the needs of the company
- Uniform ICT environment
- Continuous data centre services
- Transparent and managed overall ICT costs

Glaston's latest acquisition Albat+Wirsam, a German software company of 250 people which joined the group in the summer of 2007, remained outside the Patja service in the start-up phase.

Albat+Wirsam has such a considerable amount of in-house application development activities and specialised glass programs that it made no sense to include the company in the services within the tight schedule we had. Patja will, however, soon support the company's sales network.

Scott Bell, who is in charge of the company's North American marketing says: "The migration to the Patja service took only a week in our North Carolina office".

"The latest manifestation of how well Patja works is the move that our office went through in February. Moving 36 workstations, servers and network connections to new premises required only a ten-minute service break. The users complained only about the long queue to the technical support. Fujitsu has promised to speed up the service ", Bell continues.

Thanks to Fujitsu's international network of partners, on-site support is available in different parts of the world. It is provided either by Fujitsu itself or its local partners.

As the IT infrastructure and networks are now in order, Glaston will next focus on the applications built upon the IT infrastructure layer. The application layer is the one potentially generating business benefits. The company also plans to increase the number of workstations.

As for future projects Harri Karjalainen mentions ERP and CRM systems with the aim in streamlining production coordination and sales activities.

Benefits to our customer

Through outsourcing its IT infrastructure to Fujitsu Glaston obtains

- a global IT platform
- a uniform ICT environment for its sales offices and subsidiaries
- 24/7 data centre services. On-site support that reaches users at their desks is available during the office hours in each country
- accurate information and management of overall ICT costs. ICT costs of the subsidiaries will not get out of hand.

"The Patja service adapts to the needs of our company. It scales from the large offices to tiny ones with a few people and offers 24/7 support. All this comes with a competitive price tag, too", Harri Karjalainen says.

"Fujitsu did an excellent job in conducting a very challenging migration and hand-over projects. The services were launched exactly as planned, both in terms of schedule and budget", says Harri Karjalainen.

Our approach

Patja is an operating model whereby Fujitsu assumes the overall responsibility for a customer's information and communications technology, including workstations, servers, printers and mobile phones. We also make sure that the used solutions, processes and information security are up-to-date and meet the specific needs of the customer.

The benefits of the Patja operating model can be measured. As a result, the forecastability of the ICT costs improve, the ICT environment becomes more organised, mobile work is facilitated, security is enhanced and the right people are in the right place.

Fujitsu's Patja and Sohva services manage 130,000 workstations and 7,000 servers of 120 customers.

Patja adapts to different circumstances. The pricing is based on a per user/per month fee and is thus adjusted in accordance with the number of users. The fine tuned processes ensure a disruptionless IT infrastructure for global corporations of thousands of workstations as well as for small and middle-sized companies of a few hundred workstations.

Our expertise

Fujitsu Services Oy is the leading ICT services provider in Finland. The company's cutting edge ICT operating models Patja and Sohva facilitate the day-to-day operations of its customers in Finland and abroad.

Through the Patja and Sohva operating models Fujitsu assumes the overall responsibility for the support services, operation and development of a customer's IT infrastructure and operational applications. Our strong areas of expertise also include e.g. mobile work services, electronic services and Microsoft-, SAP- and EMC Documentum -based solutions.

Net sales of the Finland based Fujitsu for the financial year that ended in March 2008 amounted to 340 million euros. The company employs 2,400 people in Finland and the Baltic countries.

Fujitsu Finland is part of the global Fujitsu Group, one of the largest ICT services providers on a global scale. Our specialist network comprises 160,000 employees in 70 countries.

Patja and Sohva are Fujitsu Services Oy's registered trademarks.

ASK MORE

fi.fujitsu.com, www.net-lehti.com
tel: +358 45 788 00