

*“Fujitsu exceed our expectations. With Fujitsu we are on the right way“.*

**Wolfgang Phillip** – Manager DV-Service, Alte Leipziger Unternehmensverbund



#### Customer's Challenge

“Alte Leipziger Unternehmensverbund“ stands for a very traditional association but also for a company with highly-complex information technology: about 2.380 network PC work stations incl. 430 notebooks in the company's headquarters near Frankfurt and 190 notebooks and 180 PC-work stations in 14 branch offices require a competent and broad service.

An IT service company should be in a position to offer a wide range of service capabilities. Especially in the insurance industry, information technology is an important factor with regard to competitiveness.

#### Fujitsu's Solution

Fujitsu Services is currently implementing an extremely challenging project for Alte Leipziger. So-called agents who work on site of the customer and who have performed a special training for this task are to install a proactive User Help Desk (UHD).

Our Help Desk provides hardware and system software support of different manufacturers as well as support for the whole Microsoft environment up to customer specified applications.

The Help Desk administers processes and controls all necessary information about the availability of the IT-systems, the service levels and the respective status. Fujitsu is fully responsible for the problem management – from the call reception up to the resolution.

In autumn 1997 Alte Leipziger and Fujitsu Services entered into a service contract with the target to develop the existing Call Desk into a professionally-working User Help Desk.

#### Benefits to our customer

The Help Desk plays a very important role providing support services for IT users. This applies to headquarter staff but also to people in production facilities, branch offices and to people who work remote or on a mobile basis. The advantages are immense especially the increase of productivity, high availability of the desktop infrastructure contributing to customer business continuity and

#### SUMMARY OF KEY FACTS

##### Organisation

Verbund Alte Leipziger – Hallesche, Oberursel

##### Contract signing date

Autumn 1997

##### Service/s delivered

Build and operate a proactive User Help Desk

##### Key metrics

- 2400 Network-PC-Workstations
- 650 Notebooks
- 400 PC-Workstations in 18 branches
- 300 calls/day
- 9 employees

##### Benefits

- Design and build a User Help Desk
- Peregrine Service Center Implementation
- Operate Help Desk with direct availability > 80 % for all incoming calls and a solution rate > 80 % for all incoming calls
- 1st- and 2nd level support
- Remote system-check and service

## CASE STUDY ALTE LEIPZIGER UNTERNEHMENSVERBUND



THE POSSIBILITIES ARE INFINITE

optimization of IT support costs. The consistent services are integrated in the customers' business processes.

Additional important criteria for the customers especially are technology and product competence and high capabilities and the continuous increase of the productivity.

Sense and Respond® is our approach to managing critical business and IT issues by analysing their individual impact on the organisation as a whole. The awareness is sharpened and the actions are optimized. The knowledge from this procedure can be used to eliminate the sources of issues preemptively before they occur. The time which is gained is invested to provide other value-added services. This adaptive procedure is tailored to the business objectives of the customers.

Wolfgang Philipp, Manager DV-Service, Alte Leipziger, appreciates the cooperation between Alte Leipziger and Fujitsu and the opportunity to develop a transparent IT-environment for users and customers.

### Our approach

Following a workshop for internal and external staff and the selection of an adequate Help Desk tool, Fujitsu Services integrated its own staff into the Alte Leipziger IT service to be able to implement an ambitious UHD with definite know how.

*Christian Happel, Service Delivery Manager, Fujitsu, emphasizes the role of the service provider as a strategic partner: "Customer satisfaction is the most important criterion for us. We can achieve this target by using trend-setting technologies and motivated staff".*

*"Within four weeks only, Fujitsu Services successfully took over the Call Desk without any performance variations in the IT environment", remembers Wolfgang Philipp, IT-Manager of Alte Leipziger. "Thus, Fujitsu Services exceeded our expectations by two weeks".*

### Our Expertise

Fujitsu creates a continuous added value for its customers in Germany and their international context by providing products, services and solutions based on the latest technologies. Because of the importance of company flexibility, innovation and speed of launching products and customer retention, effective IT support forms the basis for long-term growth. In order to meet the demand for new technologies and customised business conduct with view to effectiveness, efficiency and profitability, Fujitsu continuously develops its maintenance services and support of IT infrastructure.

The contract between Alte Leipziger and Fujitsu Services which was entered into in October 1997 for a term of 36 months had been extended at the beginning of 1999 and in 2002, again for another three years.

The most important reason for the extension of the cooperation is the customer's satisfaction with the services of Fujitsu

*Wolfgang Philipp, Manager DV-Service, Alte Leipziger, says: "We would be more transparency ...and with Fujitsu we are on the right way".*

### ASK FUJITSU

Fujitsu Services GmbH, Schiessstraße 76  
D-40549 Düsseldorf. Contact us on  
Tel +49 (0) 211 5261 01, Fax +49 (0) 211 5261 261 or  
[kontakt@de.fujitsu.com](mailto:kontakt@de.fujitsu.com) or visit [de.fujitsu.com](http://de.fujitsu.com)