FUJITSU

Case Study
Viessmann Group

»Thanks to DeskView Load from Fujitsu, we can deliver individualized clients directly to the employee's desk – worldwide, at any of our sites, and matters pertaining to logistics and customs duties are also taken care of.«

Falk Engelbrecht, Head of Client/Server System Technology, Viessmann IT Service GmbH

The customer

The Viessmann Group is one of the world's leading manufacturers of heating systems. The family business was established in 1917.
www.viessmann.com

VIESSMANN
climate of innovation

The project

Development of an overarching enterprise provisioning strategy to reduce the variety of hardware in use, to simplify software installation and to optimize delivery logistics.

The solution

Quickscan Workshop;
Rollout of 6,000 clients (LIFEBOOK, CELSIUS and ESPRIMO) with individualized software installation using DeskView Load, plus delivery to more than 40 customer sites worldwide, with logistics and customs procedures handled by Fujitsu.

Value-added logistics

The Viessmann Group is one of the world's leading manufacturers of heating systems. Viessmann is headquartered in Allendorf/Eder, Germany, and to stay ahead of the curve internationally, the group has an over-arching structure that includes several sales organizations, subsidiaries and affiliated enterprises – and to ensure smooth IT operations, the group relies its own independent IT company. The IT at Viessmann is sophisticated and key to driving the group's business internationally, which is why a central and yet independent affiliated business was established in 2008 that takes full responsibility for the group's information technology. Viessmann IT Service GmbH employs 116 people and provides IT services to 45 group companies and some 8,000 users. These "customers" can choose from a wide range of standard services offered in the company's own IT catalog. Projects are conducted separately as needed. The IT strategy and the IT projects are carefully orchestrated and harmonized to ensure that IT operations in the Viessmann Group are smooth, secure and reliable. In an IT landscape of this magnitude, a technology refresh project can pose quite a challenge – for example, when such projects are carried out on an international level, the many foreign languages spoken can be overwhelming. What's more, individualizing the hardware and making sure that it is shipped to the right place at the right time ties up personnel and is costly in terms of time and money. The IT experts supporting Viessmann were well aware of this and needed to optimize ordering and logistic processes for hardware rollouts.

Key to more efficiency: DeskView Load from Fujitsu

Viessmann IT Service GmbH turned to Fujitsu for consulting expertise and took advantage of a Quickscan Workshop to develop a new IT provisioning strategy. To reduce costs and simplify the installation of software on new systems, the customer chose the DeskView Load solution. This method of software installation is extremely flexible and considerably speeds up the rollout process. In the past refreshing hardware always involved several steps: unpack – connect – install – repack – ship. But with DeskView Load, new client systems are shipped directly to their final destinations from the Fujitsu factory, eliminating the need for a rollout center. That may seem to be a simple idea, but it really pays off.

Customer benefits

- Defined international catalog ensures homogeneous client landscape
- Smooth rollout with fast software installation
- Individualized clients delivered directly from the Fujitsu factory
- Improved process efficiency, less logistic complexity, customs procedures handled by the service provider
- Enormous savings in terms of time and money

Products and services

- Successive client hardware refresh with LIFEBOOK, CELSIUS and ESPRIMO
- Order volume: approx. 6,000 clients; Project duration: 36 months
- Software installation: DeskView Load
- Services: Quickscan Workshop for strategy development

Client individualization per order

Centrally managed hardware provisioning is quite a challenge for enterprises doing business internationally because their sites and subsidiaries span the globe. Furthermore, for every new system ordered, numerous process steps must be completed before the user can productively use the system. The scenario at Viessmann was quite complex right from the start of its ambitious client refresh project. Replacing some 300 to 400 systems per year entails many process steps. To begin with, the new clients need to be unpacked and connected. Then the specific software required by the user must be installed. After that the hardware is repacked and sent to the end user's workplace. However, the managers of Viessmann's IT service were sure that there was a more efficient way of provisioning client systems. Due to its good experiences with Fujitsu in previous projects, the customer again trusted Fujitsu's expertise for its client provisioning project. The objectives were:

- Maintain a homogeneous client landscape
- Standardize the ordering process
- Easy software installation
- Optimized delivery logistics

Based on the results of a joint Quickscan Workshop, the company's requirements were identified and an effective strategy to fulfill them was developed. And DeskView Load was the central component in the solution that was chosen. DeskView Load represents an intelligent way to install software on client devices – and it impressed the customer. Fujitsu pledged to deliver the new clients to more than 40 sites around the world at a high level of quality, and also accepted responsibility for handling all matters related to customs duties. The concept convinced Viessmann IT Service, and Fujitsu was entrusted with the establishment of an "international client provisioning procedure" for all Viessmann subsidiaries. The agreement covered the delivery of mobile LIFEBOOK systems, CELSIUS workstations and ESPRIMO PCs for a period of 36 months. DeskView Load is used to install the client software at the Fujitsu factory – including the operating system, applications and required drivers. Viessmann also benefits from an additional feature of DeskView Load in this scenario: When a client system is ordered from the provisioning portal, each device is assigned an equipment number so that it can immediately be added to the customer's inventory list. Thus Viessmann always has a complete overview of its system inventory without having to invest time in the inventory process itself. This process can be realized in real time per workflow.

Without delay directly to the user

Thanks to the international provisioning procedure developed for all Viessmann subsidiaries on the basis of DeskView Load from Fujitsu, several stages in the rollout process are completely eliminated. For example, the customer does not need to have a rollout center, and resource-intensive tasks such as driver evaluation are no longer necessary because the drivers are already integrated in DeskView Load. According to Michael Bergen, Project Manager at Viessmann IT Service GmbH with responsibility for the DeskView Load process, the solution has resulted in many significant and positive changes in client provisioning:

"Thanks to DeskView Load from Fujitsu the new clients are delivered directly to the employee's workplace without delay. That makes hardware rollouts easier for us to handle, and the process is more efficient. We have achieved considerable savings in terms of human resources, time and money. Worldwide standards and outstanding logistics are also advantages, not to mention the savings we gained by having Fujitsu take care of customs. As you can see, it really pays off when global players cooperate. And Fujitsu is unquestionably a global vendor."

→ More information about the DeskView Load solution from Fujitsu:
http://www.ts.fujitsu.com/deskviewload

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(each call 14 ct/min.; the prices for calls made from mobile devices are limited to 42 ct/min.)