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Thomas Rimmel
Organization and IT Divisional Manager
Deutsche Leasing AG



A high-availability data center with all basic services are provided, operated, and monitored for Deutsche Leasing AG at two separate sites.

At a glance

Country: Germany
Industry: Financial services
Founded: 1962
Website: deutsche-leasing.de

Challenge

Bring data center operations provided by an external service provider up to a stable, state-of-the-art standard, with regard to the ITIL and Cobit frameworks. The initial outsourcing project had not come close to achieving this and the company was therefore looking for a new service provider.

Solution

As part of a second-generation outsourcing project, Fujitsu now operates a high-availability data center at two sites and supplies all associated basic services, including hardware and software updates, as well as SAP services and the customer services desk, in accordance with service level agreements.

Benefit

- Professional data center operations
- Cost savings and flexible pricing model
- Innovation partnership

Customer

The Deutsche Leasing group is a solutions-based asset finance partner providing services to German SMEs. With 2,500 employees, it offers a wide range of investment-related asset finance solutions and additional asset services. The company is the leasing and factoring center of excellence for the Sparkassen (German savings banks), and provides other financial products and services to SMEs. Deutsche Leasing provides support to its German customers operating in the most important European export markets, in the USA, Canada, China, and Brazil. In addition to Germany, its network covers 22 countries worldwide.

Products and Services

- Data center outsourcing
- Managed workplace outsourcing for 1,900 users
- Technical maintenance services (request, delivery, and implementation services for IMAC)
- Software packaging and remote installation services
- Service desk, operated from Łódź, Poland (English and German)
- Compliance with protection requirements in accordance with BSI 100-4, as well as intra-group security standards

ITIL-compliant services

Deutsche Leasing's management team wanted to bring its infrastructure services, which had been run for several years by an IT service provider, in line with the ITIL standard. The company was a long way off meeting the standard up until five years ago, says Thomas Rimmel, Organization and IT Divisional Manager at Deutsche Leasing AG. "We were looking for a professional provider able to deliver state-of-the-art services. We also wanted this to make good financial sense."

Unusually for the sector, Deutsche Leasing AG had embraced the services of external providers for a decade, using them in software development, to implement standard software and to operate its data center, including hardware and services.

The financial services provider had three specific requirements as it entered the tendering process. Thomas Rimmel was very clear that the top priorities were "stable processes and stable operations." Next on the list was compliance with the specific regulatory requirements for financial service providers, which increasingly encroach upon IT. "Up until five or ten years ago, issues such as IT security and process-oriented services compliant with ITIL or Cobit standards were still just buzzwords," says Rimmel. "But these days, they need to be in place as standard." Auditors look very closely at the process framework being used. "And what they are really looking for is evidence as to whether standards are actually complied with on a daily basis," he says, adding that even the company's own auditors now scrutinize the systems more closely than a few years ago.

Data center outsourcing

A strong performance in the tendering process ensured that Fujitsu secured the data center operations contract. Fujitsu's open attitude to the proposal to transfer employees from the existing outsourcing partner also had a positive impact. This flexibility allowed the customer to be sure of a smooth transition to the second-generation outsourcing project.

Fujitsu manages a total of 15 sites in Germany and 19 outside Germany within the outsourcing contract. The service desk, which operates from Łódź in Poland, provides services to almost 2,000 employees.

Once Fujitsu had taken on the provision of data center services, the outsourcing project's most important objective was swiftly met.



There is now operational stability for the secured, dedicated servers located in separate cabinets at the Fujitsu sites. "Based on what I know from the industry, you could be described as being very stable compared to the rest of the sector," says Rimmel. "We have very few outages and are very pleased with the way the systems operate." The partnership is working so well that the contract was extended ahead of schedule.

In view of its experiences and the obvious financial benefits, Deutsche Leasing AG will continue to pursue the outsourcing route in future. In Rimmel's view, it may be advantageous to consolidate different services with a single provider. Currently, individual applications are still run by other service providers.

The companies worked together to develop a high standard of regulation, which was crucially important to the customer. Rimmel is now looking to collaborate on innovations, particularly in the development of compliant cloud solutions.

Great potential for joint development projects in future

Achieving greater innovation is an important issue for Deutsche Leasing AG. The company views Fujitsu as an ideal partner on this journey. Rimmel applauds the bright ideas that are generated by the Fujitsu Innovation Lab. He wants to see his company benefit even more from the potential that this offers. "Our current experience of Fujitsu is as an infrastructure services provider. However, the company has more up its sleeve in terms of end-to-end solutions and innovations and that's something we'd like to benefit from," says Rimmel. He sees Fujitsu as a partner capable of developing approaches and solutions to the issues of the future, such as artificial intelligence, process automation and cloud solutions. In future, Fujitsu will be able to add value across a whole range of business areas.

For example, the companies are already collaborating on a study into the use of Office 365 in the cloud. At the forefront of Deutsche Leasing's thinking is the fact that cloud solutions must be designed to meet the strict regulatory provisions set out by the German authorities.

For Deutsche Leasing AG, the development opportunities inherent in its innovation partnership are one of the special aspects of its customer relationship with Fujitsu.

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