

Case Study Lindorff

“We have a single data center and backup system for all applications. Data systems in all countries are connected to a single shared infrastructure platform run by Fujitsu, which also enables consolidation at an application level.”

Roger Andre Søttar, Head of Sourcing and Vendor Management, Lindorff Group



The customer

The Lindorff Group is one of Europe’s leading providers of debt-related administrative services and has grown into one of the biggest and fastest-growing debt collection agencies in the world. The Group offers credit management and payment services ranging from credit decisions to invoicing, debt collection and claim purchasing. It operates in 12 European countries and in 2013 its turnover was €450 million. The Group employs nearly 3,000 people, 500 of whom are stationed in Finland.

The challenge

Recently, the Group completed one of the largest business transactions in its history by acquiring the debt collection operations of Spanish Banco Sabadell. Immediately afterwards, it acquired the Italian claim portfolio of Deutsche Bank and opened a new service center in Lithuania. Such sustained growth put considerable pressure on its IT infrastructure.

“We are rapidly expanding into the whole of Europe and needed a new basic IT system to flexibly implement our Group strategy,” explains Knut Eirik Storsul, CIO, Lindorff Group. “The technology is changing rapidly in all areas. It is a challenge to predict which tracks to follow and when to do so.”

Lindorff also wanted a more joined up approach to technology because each of the twelve countries in which it operates all had different, autonomous IT infrastructures. By moving to a more centralized framework, the company expected to reduce costs and drive efficiency.

“Making business acquisitions and opening new offices are everyday activities. Our goal is to have the required applications ready for production and connected to our basic system in four weeks,” says Storsul. “This wouldn’t have been possible with our old decentralized systems.”

“The CIOs of different countries had to think of where to place each different IT function,” adds Roger Andre Søttar, Head of Sourcing and Vendor Management, Lindorff Group. “The discussions easily escalated into political debates over the location of data centers.”

The customer

Country: Norway
Industry: Financial Services
Founded: 1898
Employees: 3,000+
Website: www.lindorff.no



The challenge

The Lindorff Group was running decentralized IT operations in twelve countries across Europe, leading to a lack of consistency and high inefficiency. It wanted to find a more consolidated approach to technology.

The solution

The company turned to Fujitsu for a secure, consistent IT environment, as well as local support services and 24/7 service desk capability. This environment is underpinned by two data centers in Finland which provide applications for the entire business.

The benefit

- Reduction of incidents from over 1,000 per month to under 500, enabling the business to operate more effectively
- New virtualized environment has reduced number of servers by 50 percent
- IT team now has more time to concentrate on adding strategic value
- 25,000 financial transactions are now handled accurately and quickly every day

The solution

The Group's IT leaders' motto is that IT management and technology decisions must always align with the company's actual business operations, therefore, it is essential that system suppliers also understand the business. Following a tender process, Fujitsu demonstrated an instant and profound understanding of the challenges and objectives involved. Its lean philosophy and methodology, along with an instinctive cultural match, proved a winning combination.

"The absolute prerequisite for our business was that we need to be able to carry out the services we have agreed upon with our customers following the schedule set," says Søttar. "The Fujitsu application platform offers background support, enabling the quick commissioning and secure operation of our business applications."

Fujitsu is now responsible for the maintenance and development of Lindorff's basic IT services in Europe, including a secure, innovative and uniform IT environment, local support services and 24/7 user support. Over 1,000 servers have been consolidated into two Finnish data centers, which can easily scale to support future growth.

In addition, Lindorff's previous server and communications platforms have been standardized and transferred to the Fujitsu cloud service, enabling a clearer picture of the success of debt collection processes and the circulation of cash flow to Lindorff's customers.

The benefit

The most immediate benefit was the dramatic reduction in incident numbers, which decreased from over 1,000 per month to under 500, enabling the business to run more smoothly. This is courtesy of two service desks in Estonia and Poland which support nine languages.

Products and services

- Fujitsu Service Desk
- Fujitsu Data Center Services
- Fujitsu Network Services
- Fujitsu Managed Mobile Services
- Fujitsu Onsite Maintenance
- Fujitsu End User Services

The new centralized IT infrastructure is also delivering a more consistent, reliable experience – even though it has been able to reduce the number of servers to 550 due to virtualization.

"We have a single data center and backup system for all applications. Data systems in all countries are connected to a single shared infrastructure platform run by Fujitsu," continues Søttar. "This shared infrastructure also enables consolidation at an application level."

That means that each of the 25,000 invoicing, payment and debt collection transactions that the company handles on a daily basis are done on time. This reliability and the reduction in incidents brings about further benefits as it frees the IT team to focus on adding strategic value and introducing innovation.

"To be able to work with new services and develop IT to fit our business needs, we need stability in operations," comments Storsul. "If we constantly must run after problems and cope with putting out fires we remove the potential to be innovative and lean."

Conclusion

With a stable, high-performing IT environment in place, the Group is looking at other areas where Fujitsu might also be able to help, including migrating to Windows 8.

"After the standardization of the infrastructure, the next step is to work on consolidation and the development of a common ecosystem for the Lindorff application portfolio," concludes Storsul. "We are doing a lot of research to base the decision on facts and limit the political impact."

"We are happy with the open and flexible attitude of Fujitsu and like that it takes its customer's needs into account. For many other large companies, the only option seems to be either their way or the highway."

Roger Andre Søttar, Head of Sourcing and Vendor Management, Lindorff Group

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2015-12-02

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