

“Trust is very important in hosting as our customers need to rely on our solution. Fujitsu give us that trust.”

Thomas Woidt
CTO
Level27

Fujitsu helps Level27 make hosting better for their end customers by providing reliable hardware and expertise

At a glance

Country: Belgium

Industry: IT

Website: www.level27.be

Challenge

Level27 wanted to offer SAP hosting and maintenance for their end customers but needed specialist help in SAP consultancy, development and hardware support.

Solution

Level27 and Fujitsu partnered together to help businesses migrate to SAP platforms faster, better and safer. Fujitsu provides dedicated servers so Level27 can move customer businesses to the cloud.

Benefits

- Reliable hardware that allows Level27 to help customers run their hosting, and their businesses better on SAP.
- Speed of implementation increased with dedicated Fujitsu support

Customer

Level27 is a Belgian Managed Service Provider who provide more reliable, more secure and more stable customised hosting services. Today they host more than 800 servers across 3 data centers and are expanding their activities into the setup and maintenance of SAP hosting platforms.

The logo for Level27 features the word "LEVEL" in white, uppercase, sans-serif font, followed by the number "27" in a large, bold, yellow font. The "27" is partially enclosed by a yellow circular arc that starts from the top right and curves around the right side of the number.

Products and Services

■ FUJITSU Server PRIMERGY

Hosting. Better

Level27 believe that hosting can be done better. As CTO Thomas Woitd explains: "we believe that prevention is better than cure. Our proactive mindset means we identify and address potential problems before they can occur. This makes all the websites we host for our customers better, faster and stronger!"

In 2018 Level27 developed an ambitious five-year growth plan that would make them the obvious choice for hosting in the Belgian market and internationally. But they needed partners to help them enable change and grow faster, safer. "Trust is important in hosting as your customer relies 24/7 on your system. The customer needs to be able to rely on you, he has his business, he has his worries, and he actually needs partners who solve issues for him and actually take away headaches. If the customer doesn't trust you anymore then it's a lost contract," says Thomas Woitd.

SAP. Better

Level27 wanted to deepen their relationship with customers and start helping business move to SAP. For example, working with Lens Online, a Belgian optician, they helped migrate IT applications from on premise to SAP HANA.

Thomas Woitd explains the rationale behind this move: "Lens Online's entire IT estate was built within their offices, like a classic company, everything was on premise. They had some hosting for their website but during a critical period this hosting went offline due to performance issues. Also, it wasn't able to scale anymore with the business and there was also the question about being reliable. It's also very dependent on the single partner model, the single classical IT partner you have in this type of business, meaning they are usually not scaled to work 24/7 so if your business is open on the weekend and you're shipping orders during the weekend, or your business is open late hours, until ten or eleven in the evening, a normal IT store won't be able to help you because they don't have a help desk and they don't have a service desk which is available 24/7."

After the move to SAP, these issues went away, as Thomas Woitd explains: "the move to SAP helped them stay online longer and deliver their packages to the right place at the right time. Time is very important for Lens Online and they need to move very fast because they have a huge amount of shipping orders, which need to go out every day."

"Moving to HANA helped them see their business in real time. In the past they weren't able to really see what they were doing, whereas now they can customise and build reports very quickly. And they also see results of those reports instantly. Data is always there, the data is live so they don't need to wait for hours."

But Level27 couldn't do this alone. Thomas Woitd adds: "Fujitsu gave us the expertise to build a solution which could be installed very fast. Fujitsu has a huge backend of technical people who can really help to optimise a certain solution for all our customers. They are very big so they can also scale very fast, if we need something done in three weeks they can definitely help us with that. They have a good relationship with their partners so they have a big expertise in building these SAP systems, but also in other server platforms they actually can guide us through the build of such a platform."

Partnership. Better

The partnership with Fujitsu has helped deliver greater levels of trust between Lens Online and its own customers. Thomas Woitd explains: "Fujitsu helps us give our customers, like Lens Online, the trust they need by delivering reliable hardware. Even if the hardware goes down there is usually an explanation for why it happened. It's very predictable, which is very important for us. We cannot live with unpredictable systems. Everything Fujitsu delivered for us was very predictable in how it would behave. And also they provide very good support. We can rely on them to be there in time and we can also rely on the fact that they understand that our customers sometimes need a bit of time to get things arranged before their engineer can actually start working"

Customers are looking for a different type of relationship with their IT suppliers. And MSPs face huge challenges to stay relevant. Technological disruption is forcing businesses to adapt at a much faster rate. Within this new environment, the traditional internalised approach to innovation is no longer fit for purpose.

Thomas Woitd adds: "I think because it's not only Fujitsu is a reliable company it's also that they are actually trustworthy. They don't try to just sell us something because they want to make numbers, they are really trying to deliver the right solution independent of whatever they can sell, if they can sell more or less then that's not really their goal."

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