

# IT management is the wind beneath Moventas' wings

*“A properly designed IT environment and services form the foundation of business growth.”*

**Olli Välimäki - Vice President, Moventas**



## Challenge

Moventas Oy designs, manufactures and markets mechanical power transmission solutions and services for the process and energy industries. The company's net sales for 2007 amounted to 291 million euros and it employs in excess of 1,400 people throughout the world.

Moventas has achieved a remarkable growth in sales over the years and is now one of the world's leading mechanical power transmission experts. Headquartered in Jyväskylä, Finland, where it has just finished building a new site, Moventas also has operations in Sweden, Germany, United States, Canada, China and Singapore.

After separating from the Metso Group in 2005, Moventas took some important decisions concerning its IT: not to invest in building its own IT department or in procuring IT assets of its own, but buy them as a service. *“We also decided to minimise the number of suppliers,”* says Simo Nevala, CIO, Moventas.

## Solution

Moventas' first agreement with Fujitsu for the provision of its IT infrastructure management service (branded as Patja in Finland), which mostly concerned the company's operations in Finland, was signed in 2005. In evaluating suppliers one of the most important criteria was that the future ICT partner was of a sufficient size.

In 2008 the Fujitsu and Moventas entered into a renewed IT management agreement extending until 2013. It marks a significant expansion on the previous one as it also incorporates the turbine switch manufacturer's international network. The agreement also covers SAP and Microsoft services as well as Trim services for developing the users' IT skills and ensuring efficient exploitation of the company's ICT solutions.

The ultimate goal of Moventas in negotiating the agreement was to obtain unified ICT services for all its units.

*“The purpose of having a unified system is to make our operations transparent. Each and every one of us has to be able to exploit the same information efficiently,”* says Olli Välimäki, Vice President in charge of Moventas' global network. For example, the company's field maintenance personnel, who are constantly on the road, need information on the equipment people use.

## SUMMARY OF KEY FACTS

**Organisation**  
Moventas

**Services delivered**  
Extensive IT infrastructure management service covering telephony services, data communications and monitoring and management services of servers, network devices and data traffic. The agreement also covers SAP and Microsoft services, as well as Fujitsu Pushmail and mobile IP

**Key metrics**

- Approximately 1,000 workstations and 50 servers throughout the world

**Benefits**

- Moventas can now focus on its core business
- Refined processes and standardised environments
- Adequate and appropriate expertise for a fluctuating environment
- On-site support available at all sites

Moventas has established additional sites around the world, the latest one being a competence centre in Suzhou, China. *“Thanks to Fujitsu’s IT infrastructure management services we are aware in advance of what the ICT costs will be when starting up new offices. We need IT systems up and running from day one,”* says Olli Välimäki.

Fujitsu provides on-site support to the sites of Moventas’ international network either by itself or through its partners. The Helpdesk operates on a 24/5 principle in Finnish and English. At a later stage support is also likely to be required in German, Spanish and Chinese.

*“Having on-site support at all our sites is vital to us,”* says Simo Nivala. *“Our partner provides us with adequate and appropriate expertise in a fluctuating environment. It would be impossible for us to provide round the clock support cost-efficiently by ourselves.”*

Simo Nivala and Olli Välimäki agree that the most telling indicator of the success of the IT management service is the day-to-day user satisfaction. *“We monitor and measure the performance of our partner every day,”* they say.

### Benefits

The benefits of the IT infrastructure management service provided by Fujitsu are:

- Moventas has a reliable IT infrastructure and can now focus on its core business
- Refined processes and standardised environments improve in-house efficiency
- ICT costs can be anticipated and controlled. Should the number of users increase then the costs do not increase in the same ratio in Fujitsu’s IT infrastructure management operating model
- Easy-to-use systems allow teamwork across borders and time zones
- Establishing new sites is easier to facilitate.

*“We can always approach Fujitsu with our ideas on how to develop the IT management service. Fujitsu has brought up initiatives on new technologies and services concerning mobile solutions, for example,”* says Simo Nivala. *“We appreciate that our service supplier is actively proposing new solutions and improvements to our current environment.”*

The IT infrastructure management agreement also incorporates ICT portfolio management, which means pre-planning of development projects.

*“We exploit IT in support of our business. That’s the proper role of IT,”* say Simo Nivala and Olli Välimäki.

### Approach

The IT infrastructure management service uses an operating model whereby Fujitsu assumes end-to-end responsibility for the customer’s ICT. Fujitsu takes charge of their workstations, servers, printers and mobile phones and also makes sure that the operational solutions, processes and information security are up-to-date and appropriately scaled.

The IT infrastructure management service adapts to the customer’s changing needs. The price is based on a per-seat monthly rate and varies depending on the number of users. Highly refined processes ensure reliable IT infrastructure operation for global companies with thousands of users as well as for small and middle-sized ones with a few hundred users.

The benefits of Fujitsu’s IT infrastructure management operating model are measurable: it brings improved predictability of ICT costs, increased efficiency, a clearly defined ICT environment, facilitated mobile working, enhanced information security and the right people in the right place at the right time.

Fujitsu’s IT infrastructure and application management services, known respectively as Patja and Sohva in Finland, manage a total of 130,000 workstations and 7,000 servers for 120 customers.

### Expertise

With over 40 years experience of supporting the needs of customers, Fujitsu has a proven track record in providing complex systems integration and management services that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

Through its IT infrastructure and application management service operating models Fujitsu assumes end-to-end responsibility for the support services, operation and development of the customer’s IT infrastructure and operational applications. Its other strong areas of expertise include mobile services, electronic access services and Microsoft, SAP and EMC Documentum based solutions.

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