

# Case Study

## Informationsverarbeitung für Versicherungen GmbH

“The convertibles from FUJITSU were perfect for us in every respect, from the technology to the form factor to the price-performance ratio.”

Jean-Pierre Haake, Strategic Purchasing, ivv – Informationsverarbeitung für Versicherungen GmbH



### The customer

The Informationsverarbeitung für Versicherungen GmbH (ivv) is a full-service IT provider for public legal insurance companies in Lower Saxony, Bremen and Saxony-Anhalt. It helps the insurance providers to carry out their core business by developing and providing powerful, modern IT solutions. Its data centers provide IT services to over 7,000 workplaces used by office staff and field sales agents across around 1,000 different sites.

### The challenge

When Hanover based ivv decides to replace its clients' computers, it's all or nothing. “We call it a ‘one-shot’ approach,” says Jean-Pierre Haake, the man in charge of strategic purchasing at ivv. As all of the computers are replaced at once, any decisions have to be based on thorough analysis. It can take a year to get from the initial decision to make a purchase to the actual rollout.

The reason behind this long process is that Jean-Pierre Haake not only has to purchase the products for 1,000 offices across Lower Saxony, Bremen and Saxony-Anhalt, he also has to arrange a service agreement for all of the clients. This only works if everything is highly standardized. If an employee's device fails, the company's service agreement states that they must receive a replacement client on the next working day so that they can continue to work effectively. However, this means that every device must be absolutely identical, right down to the BIOS settings. And this time, the company not only wanted to purchase clients to be delivered to the employees it supports as part of a planned rollout, it also wanted to source additional tablets to replace existing devices.

In order to ensure that the devices would meet the company's requirements, ivv's validation team carried out six weeks of field tests on tablets that the manufacturers had configured according to the specifications described in the tender. All of the company's specific applications, profiles and functions were tested. The technicians also took the devices out on the road to determine whether the LTE connection was reliable enough.

### The customer

Country: Germany  
Industry: IT service provider / insurance  
Founded: 1993  
Employees: 400  
Supported workplaces: 7,000  
Website: [www.ivv.de](http://www.ivv.de)



### The challenge

Providing 1,000 of ivv's supported offices with new mobile computing devices.

### The solution

Replacing all convertibles with the FUJITSU Tablet LIFEBOOK T935.

### The benefit

- Reliable, stable LTE connection nationwide
- Identical devices for simple maintenance and replacement processes
- Marking the devices with barcodes containing their MAC addresses and type numbers makes it simple for the accounting and technical support departments to track them
- Service and support from within Germany

This was a key requirement as the insurance providers' field staff must be able to access the central IT systems from their customers' locations in order to accept applications onsite and in real time. One of the most important factors of the tender was the requirement to contractually agree that no more than a certain percentage of the devices should fail over the duration of the contract. According to Jean-Pierre Haake, this was a criterion that Fujitsu rated particularly well in, winning the contract with the FUJITSU Tablet T935.

### The solution

Jean-Pierre Haake believes that technical features such as a fast and sufficiently large hard drive and a fast processor are critical to ensuring stable, fast and reliable access to the company's data. "We only want to buy new devices every three to four years, so they have to be futureproof," he explains. For the devices being used by field staff, the outward appearance and robustness are also very important criteria – the convertibles have to convey a sense of quality and not be easy to scratch. Battery life is another critical feature. As is the form factor: a pivoting monitor is ideal as it removes any barrier between the advisor and the customer. And, of course, the price has to be right, too: "We don't buy the most expensive solution, the price-performance ratio has to work," explains Jean-Pierre Haake.

### The benefit

The ability to order identical devices with the same BIOS settings was the knockout factor for Jean-Pierre Haake: "We have a single, unique image. Our technicians tell us what the BIOS settings should be for all of our devices – they have to be absolutely identical."

In order to ensure that any services required can be provided quickly, each of the FUJITSU Tablet T935 is fitted with a barcode containing its inventory number and MAC address. FUJITSU offers the option to add this into the standard manufacturing process. This makes quality control much simpler – as there is no manual intervention, the settings cannot be misconfigured.

### Products and services

- 2,450 FUJITSU Tablet LIFEBOOK T935, delivered within three months of order
- Customer specific configuration with homogeneous BIOS settings and barcodes containing the MAC addresses and type numbers integrated into the standard manufacturing process

Being able to identify individual devices helps the accounting department to track costs more easily. And it means that the support team has records covering the entire lifecycle of the hardware. This enables them to build up an extensive knowledge bank on the identical devices, meaning potential problems can be identified and resolved at an early stage. "It also means that when we test the quarterly software releases for our applications, we only have to run them on a single device," says Haake.

### Conclusion

Fujitsu differentiated itself from its competitors in the ivv tender in a number of different ways. As well as the form factor of the devices and the technical features, the good LTE connection also played a critical role in ivv's final decision. "The price-performance ratio worked for us," continues Haake.

**"The after-purchase care, service and support were very important too. As was the fact that Fujitsu has a competence center in Germany."**

Jean-Pierre Haake, Strategic Purchasing, ivv – Informationsverarbeitung für Versicherungen GmbH

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