Case Study
EDEKA Nordbayern-Sachsen-Thüringen

»The Managed Maintenance contract with Fujitsu saves me valuable time. The administrative outlay is now much lower – both in terms of management and operations.«

Andreas Schmich, Head of Department, IT data center, EDEKA Nordbayern-Sachsen-Thüringen

The customer

Country: Germany
Industry: Retail
Founded: 1914
Employees: 25,000
Website: www.edeka.de/nordbayern

The challenge

EDEKA Nordbayern-Sachsen-Thüringen was looking for a central contact person to manage the maintenance service agreements in its heterogeneous IT landscape. It also aimed to obtain an overview of the systems in its data centers.

The solution

Managed Maintenance, modular standardized IT services for heterogeneous IT infrastructures.

The customer

Headquartered in Rottendorf, EDEKA Nordbayern-Sachsen-Thüringen is one of seven regional companies in the EDEKA network. It supplies around 1,100 retail markets in north Bavaria, northern Baden-Württemberg, Thuringia, Saxony and parts of Saxony-Anhalt. These markets offer their customers an extensive range of foodstuffs, fresh goods and drugstore products. The group employs more than 25,000 people and around 1,000 trainees.

The challenge

At EDEKA Nordbayern-Sachsen-Thüringen, high-performance IT forms the basis for smooth processes. Two data centers with extensive server farms provide the relevant resources.

But as substantial as this IT landscape is, it became even more complex as the years went by. Andreas Schmich reports uncontrolled growth in hardware and software components with different manufacturers and different service levels. As head of department, Schmich is responsible for both data centers.

A high number of products are used. Schmich talks of a total of 5,000 assets, including servers, software and all licenses. This encompasses x86 servers (including blade systems) from FUJITSU, HP and IBM as well as software products from FUJITSU, SUSE, Oracle, VMware and Symantec. The administrative outlay was correspondingly high. "There were lots of different maintenance contracts that led to an unmanageable number of invoices. In addition, service periods were scattered throughout the year," says Schmich. "Every month, I spent many hours determining which services were connected to which provider and who was responsible for them."

The project to consolidate maintenance contracts had the following objectives:

- Transparent presentation of costs over the coming years (planning reliability)
- Invoices: only one invoice per quarter
- One responsibility (single point of contact (SPOC) and single point of responsibility (SPOR)) for all hardware and software failures and support

The benefit

- Transparency, better overview of all IT assets and service processes
- Reduced administrative outlay
- Reliable cost planning
- Burden reduced for IT department
- Outlay reduced in purchasing and specialist department
- Lower service costs

- More transparency regarding IT assets used (hardware, software, licenses)
- Flexible cancellation periods
- Flexible adjustment of Service Level Agreements (SLAs)
- Standardization of SLAs across the entire platform (hardware and software): 3 SLAs for hardware break/fix, 3 SLAs for software break/fix
- Easier administration in management, cost workflow and technical operations
- One service contract
- Multi-vendor services
- Flexible accounting
- Higher quality
- Up-to-date IT inventory management
- Management of service providers
- Lower complexity
- Lower costs
- Standardized reporting
- Consolidation of service periods
- Proactive services
  - System health checks
  - Call-up of hourly quotas for support services
  - SAP system inspection

The solution

EDEKA Nordbayern-Sachsen-Thüringen decided to outsource all maintenance management to Fujitsu. "We wanted a central contact person who covered all maintenance topics," says Andreas Schmich.

With Managed Maintenance, Fujitsu offers modular, standardized IT services for heterogeneous infrastructures. For EDEKA Nordbayern-Sachsen-Thüringen, Fujitsu assumes responsibility for all the different hardware and software components.

Products and services

The Managed Maintenance contract encompasses:
Proactive services:

- Microcode update service
- System health checks (Solaris)
- System health checks (Linux)
- SAP system inspection service
- TAM – Technical Account Manager

Reactive services:

- Hardware break/fix services for FUJITSU PRIMERGY, SPARC servers and multi-vendor systems
- Software break/fix services for FUJITSU VIOM, VMware, Novell SUSE, Symantec, Solaris
- Hourly quota for maintenance services

Managed components:

- Cross-manufacturer reporting
- Asset management
- Flexible Managed Maintenance contract
- Single point of contact / single point of responsibility

The service provider offers reactive services such as break/fix for systems from various manufacturers. In addition, it provides proactive services such as a health check for Linux and Solaris and SAP inspection services. Fujitsu also takes on all asset management and ensures transparent reporting showing the quality of products and services from all manufacturers. The service also includes consolidating the many different SLAs and service periods. All services are now synchronized with fixed periods. Hardware and software break/fix services were consolidated into three SLAs.

The benefit

By taking on all responsibility, Fujitsu has significantly reduced the burden on EDEKA's IT department. All support queries now go directly to Fujitsu. "I no longer have to go back and forth between the individual providers when an incident occurs," Schmich explains. Instead, he generally only has to deal with the Service Delivery Manager at Fujitsu – one contact person who coordinates all further action. This also means less work for the purchasing and specialist departments because only one service contract has to be processed.

Managed Maintenance from Fujitsu increases transparency considerably. Schmich and his team now have a structured overview of their IT landscape. "When drawing up our annual plans, for example, we see in good time that a hardware component (such as a server) is coming to the end of its maintenance period and can purchase a new one," the IT manager explains. It also clarifies which costs are generated by each individual asset. "We can identify specific cost drivers for our customers," says Alexander Schartel, who – as Service Delivery Manager at Fujitsu – is responsible for the EDEKA project. "If technical problems occur, we take on the entire escalation management process and will not rest until a solution is found," Schartel continues. But his team does not just expose the weaknesses of individual assets; they also propose ways to eliminate them. In turn, this allows EDEKA to reduce expenditure on services.

Schmich has also found the experience interesting: He reports cases in which it would have been more expensive to procure a service from the provider directly than via Fujitsu Managed Maintenance. Thanks to its contract with Fujitsu, EDEKA Nordbayern-Sachsen-Thüringen saves above all time, but also money. Essentially, Andreas Schmich reports, greater transparency has enabled reliable cost planning.

To support the work of EDEKA's IT specialists, Fujitsu also offers additional services in the contract. This too relieves the strain on the IT department. Schmich gives an example: "We have a large migration project coming up soon. Now, we can leave it to the experts from Fujitsu."

This frees up capacity in the IT department. Schmich and his team have more time and energy to devote to other tasks and critical business projects can be implemented more quickly. "The contract with Fujitsu saves me valuable time," says Schmich, "and the administrative outlay is now much lower – both in terms of management and operations."

Conclusion

Andreas Schmich is impressed by his company's collaboration with the IT service provider and the Managed Maintenance offering, for which he says there was no alternative: "Before the project started, the choice was between a few providers," Schmich reports. "But Fujitsu was the only one that could provide this precise service with the conditions specified," he says. The head of department at the IT data center of EDEKA Nordbayern-Sachsen-Thüringen is satisfied.

For more information, visit:

www.fujitsu.com/de/services/infrastructure/maintenance/managed/

Contact
FUJITSU
Phone: +44 (0) 870 242 7998
E-Mail: cic@ts.fujitsu.com
Website: www.fujitsu.com/de
2015-02-23

© 2015 Fujitsu and the Fujitsu logo are trademarks or registered trademarks of Fujitsu Limited in Japan and other countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners. Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.