

*“Key to the success of the project was the professional management as well as the team’s dedication – ensuring teamwork in partnership.”*

Jan Borowik – Project Manager n@t, BARMER



### Customer's Challenge

BARMER is Germany’s biggest health insurance company with 7.1 million policyholders. Their head office is in Wuppertal-Barmen, Germany. For over 120 years BARMER has capitalised on customer satisfaction. In the event of illness, customers are well provided for and enjoy many extras.

The complex requirements of IT infrastructure and thus of IT Support have grown rapidly in the last few years. With over 15,000 work stations in 89 regional and national offices as well as over 900 district offices, the IT infrastructure has increased steadily and presents a particular challenge for data management.

### Fujitsu's Solution

Considering the size and importance of the project, the first step was to define the IT objectives, closely analyse existing weak points in the IT infrastructure and elicit the causes. It was important for BARMER that after a short start phase for testing and integration, the consolidation and optimisation of client infrastructure was advanced. Project co-ordination was particularly important as seven partners and subcontractors were involved. At the same time, a decentralised client solution (Roll-out of Igel Thin Clients) and a central server solution were developed and employees extensively trained.

The individual components (Igel Thin Client, Mouse, Keyboard, Mousepad, TFT Display, Screen) were integrated as one solution. The central administration of all Thin Clients was realised using powerful Remote Management software. This put BARMER in the position to synchronise the individual client landscape with the needs of its users and to manage the high number of Thin Client systems with few central costs.

The onsite installation costs could be reduced to a minimum through standardised and automated operational procedures. This resulted in the complete replacement of old devices with a short briefing for users and a workstation being installed in 30 minutes. After the installation of new clients, BARMER employees could continue to work without breakdowns as a result of the comprehensive quality assurance.

#### SUMMARY OF KEY FACTS

##### Organisation

BARMER, Wuppertal/Germany

##### Contract signing date

8 Months (Beginning May 2005)

##### Service/s delivered

Enterprise IT Optimisation (including Thin Client Roll-out)

##### Key metrics

- Installation of over 8,500 Igel Thin Client including Mouse, Keyboard, TFT Display, cables and screens
- 98 national and regional offices and 900 district offices
- Disposal of over 8,300 old devices

##### Benefits

- Consolidation and optimisation of IT infrastructure: Removal of Windows 3.11 clients through Linux based Thin Clients and access to server based architecture
- Project management Roll-out of Thin Clients and TFT displays
- Modernisation of client landscape through service-friendly Thin Clients with central systems management for client hardware and software
- Creation of SAP based user platforms and the migration of current MS Office and Mail products.
- Reductions in support costs with new client infrastructure (no client data management, no temperamental hardware (Floppy, CD, hard drives, ventilator))

## CASE STUDY BARMER ROLL-OUT THIN CLIENTS



THE POSSIBILITIES ARE INFINITE

Jan Borowik, Project Manager n@t, BARMER said: “What particularly impressed me was that even at the piloting phase, Fujitsu Services made a distinct effort to identify further optimisation potential and to find and make use of ways to shorten implementation time.”

### Benefits to our customer

The first results were already apparent during the Roll-outs. The imporous communication between the various partners was the key to success.

The main aim for BARMER in terms of consequent projects was that the project finished on time. For BARMER two fundamental advantages were generated:

- The Roll-out of the regional offices (big offices with up to 280 devices) were finished on time.
- The Roll-out of the district offices (small offices with up to 10 devices) were finished five weeks early meaning the following project could start ahead of schedule.

*“Shortly before the Roll-out it became clear that we needed to be quicker than planned. Differing from the plan, there was over 200 additional devices to implement within the original time frame. This enabled Fujitsu Services to prove the high efficiency and effectiveness of its Roll-out logistics”* said Jan Borowik, Project Manager n@t, BARMER.

Uwe Brookshiek, Service Line Manager, BARMER added: *“We had reservations about if this was all feasible. But Fujitsu Services achieved it all by excellent project management and having the right person available in the right place.”*

### Our Approach

The basic requirement for the Thin Client Roll-out was exact planning of the entire local installation. The installation process procedures were documented in written form with an exemplary photo. The electronic removal document was filled out onsite and tested for tool support plausibility. This was the requirement for consistent unit data. The quality of data collection and use was safeguarded by a process specially developed by Fujitsu.

*“The preparation and implementation stages ran, to a large extent, automatically. This meant my project employees were noticeably less stressed”*, reported Uwe Brooksiek, Service Line Manager, BARMER

An integral part of the Roll-out was the intensive training and accompanying coaching of Roll-out consultants. The permanent plausibility tests on removal data gathered, ensured the quality of the assets. Training and coaching were basic requirements for the high quality of the whole Roll-

out. A fundamental factor in success when facing the typical challenges of a Roll-out is the intensive communication between project management, customer and the Roll-out team.

Frank Dworzak, Manager Systems Operations, BARMER underlined: *“The meticulous preparation by every Roll-out project consultant meant only a few corrective measures were necessary.”*

### Our Expertise

We take a structured, disciplined approach, which reduces the risks associated with change. We provide staff who are 100 % dedicated to your project, leaving you free to focus on your day-to-day business.

Our skills and experience have built our reputation for implementing projects on time and to budget – so you can be confident the change will be successful.

We are a full range IT service provider, so our consultants are also designers of IT solutions and managed services – which means you get practical, workable advice.

- We are experienced in IT-related projects in a range of business sectors internationally, and our ProjectWEB knowledge-sharing system ensures you benefit from this experience.
- Our programme managers, project managers and specialist managers can provide the full range of project services – including programme definition and planning, project implementation, setting up and running project offices, and holding project and risk definition workshops.
- We will advise you on low-risk, cost-effective solutions, with clear business advantages and measurable benefits.

## ASK FUJITSU

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