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THE POSSIBILITIES ARE INFINITE

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"We selected Fujitsu because they submitted the best offer regarding contents and cost-effectiveness".

Wolfdieter Schumacher – Division Manager I u K, BGW

Customer's Challenge

The "Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege", abbreviated BGW, is the statutory accident insurance for non-governmental institutions of the health and welfare sector. Being part of the German social security system, the statutory accident insurance, namely the BGW, is a public cooperation. The BGW is directly responsible for its business, however, under government supervision.

All trade associations are subdivided in industries. The BGW is one of 35 industrial trade associations and responsible for more than five million insured who are working in about 480,000 companies. Thus, the BGW, is the second largest trade association in Germany with regard to the number of participating companies. The corporate seat of the BGW has been in Hamburg since 1947.

The availability of IT infrastructure at each work station at the BGW has gained more and more importance in the past years. In the Year 2000, the company started a project for an entirely new application system together with new IT infrastructure and thus thought about new paths for the end user service.

The company was aware that the existing procedures were not effective at all e. g. the end user spent too much time on the phone trying to find a more or less skilled colleague to solve his/her PC problem - often without a satisfactory result. Above that, those calls led to disturbances of the IT department's processes. Therefore, it was necessary to find an alternative for the existing concept.

The solution was an IT hotline, i. e. one telephone number for all IT problems, e. g. for technical or application-wise questions. However, there was a major problem because the BGW did not have enough skilled personnel and authorization was not given for new hirings for a not clearly described job with uncertain expenses. Moreover, the required presence of staff from 6.00 am till 6.00 pm was not in line with the existing working hour's regulations. Therefore, the only solution was outsourcing.

SUMMARY OF KEY FACTS

Organisation
Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege (BGW), Hamburg

Contract signing date
October 2000

Service/s delivered
IT Outsourcing

Key metrics
- 5m insurants
- App.480.000 participating companies
- 1.500 IT Workstations
- 25 Server

Benefits
- Responsibility for the complete IT Infrastructure
- Procurement
- Installation
- Roll-Out, Movements
- Help Desk, Asset Management
- Reporting

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CASE STUDY
BGW

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In the course of the forthcoming renewal of about 1,500 work stations, the BGW planned to hand over the responsibility for the complete lifecycle – the planning phase, the installation and operation up to the disposal to an external IT service provider.

The BGW's IT managers were especially interested in ensuring the IT work stations'availability and the smooth operation of the installed equipment during the project. The BGW staff were thus in a position to concentrate on their core business. The BGW was looking for a partner with respective capabilities and major experience for implementing projects of that size.

Fujitsu's Solution

Last year Fujitsu was chosen from a number of well-known IT service providers. At that time, the BGW had been a customer of the IT service provider specialised in service & support, software development and system integration for many years. Fujitsu had been responsible for the hardware service at the BGW. Moreover, Fujitsu already had experience in successfully implementing a Help Desk service.

The BGW carried out a European-wide bid for the required hardware. By means of a criterion catalogue five manufacturers were selected to run a test and Fujitsu Siemens won the contract.

The rollout was carried out by the Fujitsu field service from April to June 2001 and serviced by the Fujitsu Help Desk. The BGW operates 25 servers in its headquarters in Hamburg. About 500 users in the HQ and another 1,000 users located at different sites work with unintelligent Thin Clients, i. e. PCs with small main memories and without drives that are connected through the Windows terminal server.

„We selected Fujitsu because they submitted the best offer regarding contents and cost-effectiveness", explained Wolfdieter Schumacher, Division Manager I u K, of the BGW Headquarters.

Benefits to our customer

Fujitsu assumed the entire operation responsibility for the IT infrastructure of the BGW. The services cover the complete lifecycle and comprise consultancy, implementation and operation as well as service optimization in line with the agreed service level agreements. Fujitsu provide a standard IT infrastructure service that is globally offered.
In Europe, Fujtsu is offering this service together with partnering companies. The services can be flexibly compiled, e. g. outsourcing of datacenters, networks and desktops.

Our approach

Fujitsu supports the BGW in the selection of appropriate IT products. Fujitsu is watching and studying the market and produces market and price analyses regarding products and suppliers which come into consideration. Each BGW employee is responsible to obtain the respective authorizations for a purchase request before passing it to Fujitsu. Fujitsu checks whether the authorised purchase request has been submitted. Due to the supporting tasks Fujitsu has comprehensive information about the product quality. Moreover, Fujitsu supports and advises the BGW on the basket of commodities. The standard of products is stipulated by the BGW and Fujitsu. Fujitsu is also responsible for developing prototypes in the course of model changes, amendments or acceptance of new products as well as the release of products and quality protection.

All IT purchase requests submitted by the users are centrally collected by Fujitsu and registered in a data base.

The user by return receives an acceptance of the order containing the prospective installation date. The communication and coordination between the users and all other units that are involved in the process is extremely important to meet the deadlines. After the successful installation, the termination date is mentioned on the order and it is closed in the data base.

Fujitsu is responsible for the complete installation process; starting with the acceptance of the system from a delivery up to ensuring the functionality of the system at the users'work stations. The inspection of incoming shipments and the checking the correctness, completeness and intactness of the shipments belong to the responsibilities of Fujitsu. After the system has been installed, Fujitsu checks whether the system is working and gives an instruction to the user. Finally, the system data (manufacturer, serial number, model description, warranty period) is registered in the central data base for inventory purposes. Rollouts are also handled by Fujitsu including project management and detailed time scheduling. The installation services include moving, dismantling and disposal service of old equipment.

The Help Desk administers processes and controls all necessary information about the IT work stations (inventory management), the service level and the respective status (call and problem management). Fujitsu is fully responsible for the problem management - from the call reception up to the resolution. Fujitsu tries to directly solve the problem over the phone and/or to qualify and transfer the call to the following support groups (2nd level or on-site service). The follow-up also belongs to Fujitsu's tasks to ensure the calls are handled

within the agreed service level agreements and to the satisfaction of the users.

Detailed analyses about call reception and processing such as calls per day, per month, per district, information about closed calls and peak times and its causes can be produced for the customer. It goes without saying that the personnel committee of the BGW ensures that the interests of the BGW staff are protected and that no user-related analyses are produced. Fujitsu's objective is to comprehend the problem and to solve it within five minutes or to pass it to the 2nd level support that is supposed to solve the problem within 30 minutes; feedback is given to the Help Desk staff who are supposed to close the call in the system

The analysis of periodical reports is an important tool to measure the service level agreements and service quality provided by Fujitsu. Conclusions can be drawn that might be used for strategic planning in the divisions information and communication technology. Reports that are produced on a weekly respectively monthly basis such as an installation report, a Help Desk report and a general report that lists the main tasks of Fujitsu in the past interval to see developments and tendencies in the service area

The Fujitsu Service Manager who is working on-site of the customer ensures the best communication between Fujitsu and the BGW. He coordinates all services of the Fujitsu staff and is responsible for the smooth operation, the reports and analyses, the customer-specific training of the Fujitsu staff but also for active consultancy work of the BGW for any subjects relating to the IT services.

There are three IT divisions within the BGW: The "First Line Support" with the Local User Support in Hamburg as the first IT division is provided by Fujitsu. Five Help Desk supporters handle 80 to 90 calls per day on average. The follow-up organisation, e. g. the control of installations and removals by the Local User Support in Hamburg or by Fujitsu engineers in the district administrations with the respective administration and inventory tasks belong to each call. In case a problem cannot be solved over the phone within three or four minutes, it is passed to the respective second level support. The Local User Support in Hamburg takes care of installations, removals, change of toner and support at the work stations in case of problems that cannot be solved over the phone.

The second IT division "Network and Operating Systems" is supported by two Fujitsu staff within the 2nd level support. The third IT division "PC Application" is responsible for the 2nd level support for the applications used within the company.

Our Expertise

Fujitsu has assumed the overall responsibility for the IT infrastructure of the BGW and is the first point of contact for IT problems. Fujitsu controls all IT processes including the BGW departments for the 2nd Level Support. The IT service provider is well accepted by the BGW management and the users. The users know that they get prompt and qualified support by Fujitsu – an exemplary outsourcing project.

Fujitsu creates a continuous added value for its customers in Germany and their international context by providing products, services and solutions based on the latest technologies. Because of the importance of company flexibility, innovation and speed of launching products and customer retention, effective IT support forms the basis for long-term growth. In order to meet the demand for new technologies and customised business conduct with view to effectiveness, efficiency and profitability, Fujitsu continuously develops its maintenance services and support of IT infrastructure.