

Case Study

EUROVIA Services GmbH

»Our collaboration with Fujitsu and Bytec rescued us from a precarious situation. It's a real success story that shows that anything is possible in an emergency if you're working with the right people. The fact that we were able to use the processes of the Rescue4You program without being registered for it makes us truly appreciate and value our partners, Fujitsu and Bytec«

Volker Eisfelder, Head of Computer Science - Information Technology and Services, EUROVIA Services GmbH



The customer

EUROVIA operates throughout Germany, covering the entire supply chain in the field of road construction. It does everything from primary production and the production and recycling of road construction materials, project planning and construction to managing and maintaining infrastructures. The company employs 4,000 people across Germany with approximately 195,000 worldwide. Its Ludwigshafen site produces and distributes road construction materials and polymer modified bitumen. Other companies within the Group are dependent on the IT infrastructure in Ludwigshafen, using it for their telephone systems, email communication and other business applications.

The challenge

All of the clients at EUROVIA's Ludwigshafen site were stolen during a break-in, along with a FUJITSU PRIMERGY TX300 S8 server that had been installed just six months previously. The central server not only ran the applications for the Ludwigshafen branch, but the other sites as well. Alongside domain controllers and a Lync server for voice over IP, the company was also running a terminal server for remote access and a special iTwo server used to submit bids for publicly tendered construction projects. EUROVIA Industrie GmbH's applications were similarly affected. The company uses raw materials to manufacture asphalt, and needed to be able to access the server to weigh its trucks with their loads. As well as the complete loss of communication and administration features, the company's construction management, subsidiary management and commercial management were all also affected. The level of damage that could be caused if the outage were to continue was impossible to quantify. The clients were in stock at the company's hardware partner and could be replaced quickly. However, this was not the case for the server, which would take up to six weeks under normal circumstances.

The solution

The fast and successful completion of the "Rescue" project was possible due to the many years of good communication and the trusting relationship between EUROVIA and Fujitsu and its distributor, Bytec. EUROVIA Ludwigshafen was able to use Fujitsu distributor Bytec's Rescue4You program, which guarantees fast assistance in the event of natural disasters, and the Customized4You program which ensures extremely fast assembly and delivery of servers. In the event of damage, registered customers receive replacement machines within twelve hours.

The customer

Country: Germany
Sector: Road construction
Founded in: 1918
Employees: 41,000 worldwide, approx.
3,400 in Germany
Website: www.eurovia.de



The challenge

Restoring business processes as quickly as possible following the theft of the company's entire hardware system.

The solution

FUJITSU PRIMERGY TX300 S8 with LTO5 drive delivered in record time and commissioned by the FUJITSU Distributor Bytec Body Technology GmbH.

The benefit

- Very fast implementation by Bytec
- High availability PRIMERGY Server
- Good expandability

Products and services

- FUJITSU Server PRIMERGY TX300 S8 with LTO5 drive

Even though it was not a registered customer, EUROVIA was still able to use the structures and processes of the program. Customized4You ensures assembly and delivery of the hardware within 24 hours, but in this extreme emergency, the assembly was prioritized and completed within two hours. The on-site services were carried out by the company's service partner DETIS-EDV. As the server had only been delivered six months previously, the stored configuration (sar file) contained the exact server details and could therefore be used to order an identical FUJITSU PRIMERGY TX300 S8 with the company's specific configuration. While the server was still being assembled, a replacement LTO5 drive was found at a certified Bytec service partner, meaning that the customer received an identical server within 24 hours.

The benefit

The close and trusting collaboration between Fujitsu and its distributor, Bytec, meant that they were able to provide EUROVIA with a functional data center very quickly, allowing the company to reinstate all of its business structures completely unbureaucratically and without having to agree financing and pricing. The FUJITSU PRIMERGY TX300 S8 gives EUROVIA a highly performant server with excellent expandability and reliability - ideal for the virtualization solution which the other companies in the Group use to carry out their business processes.

Conclusion

"The assistance Fujitsu and its partner provided during our emergency situation at EUROVIA was exemplary," says Volker Eisfelder, Head of the Computer Science - Information Technology and Services department at EUROVIA Services GmbH. "We were astounded by the processes the companies used and how effective they were," he continues. The far-reaching FUJITSU SELECT Expert Partner program, combined with the Rescue4You and Customized4You programs from Bytec, enabled the company to not only avoid almost incalculable damages, but also receive identical hardware incredibly quickly and at a price barely above the standard costs."

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In collaboration with



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