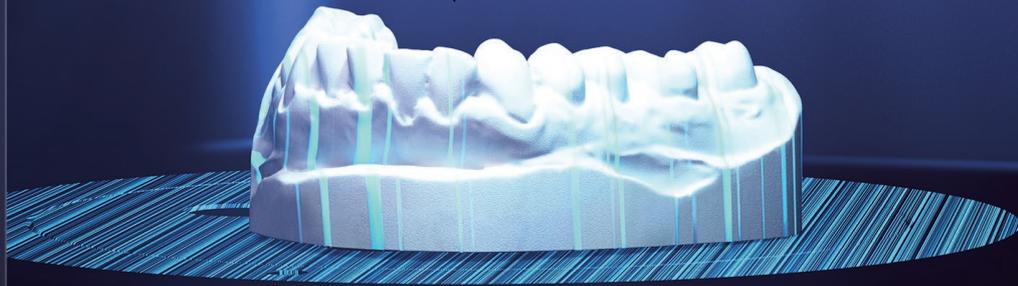**KULZER**
MITSUI CHEMICALS GROUP

"When it came to creating our new IT infrastructure in the Fujitsu data center, stability, standardization, and system security were our top priorities, alongside the added benefit of greater flexibility."

Thomas Gessler
CIO
Kulzer GmbH

Separating from its former parent company gave Kulzer GmbH the opportunity to redesign its IT infrastructure. The company chose Fujitsu for its security and flexibility.

At a glance
Country: Germany
Industry: Dental
Founded: 1935
Employees: 1,500+
Website: kulzer.com

Challenge
Being sold to Mitsui Chemicals gave Kulzer the chance to consolidate and redesign its IT systems from the ground up. Global services, standardization, security, and long-term viability were the company's key criteria.

Solution
Kulzer decided on an "Infrastructure as a Service" (IaaS) solution at Fujitsu's data center, from where it now runs its entire data center operations. This has clear cost and flexibility benefits over creating a new in-house data center infrastructure.
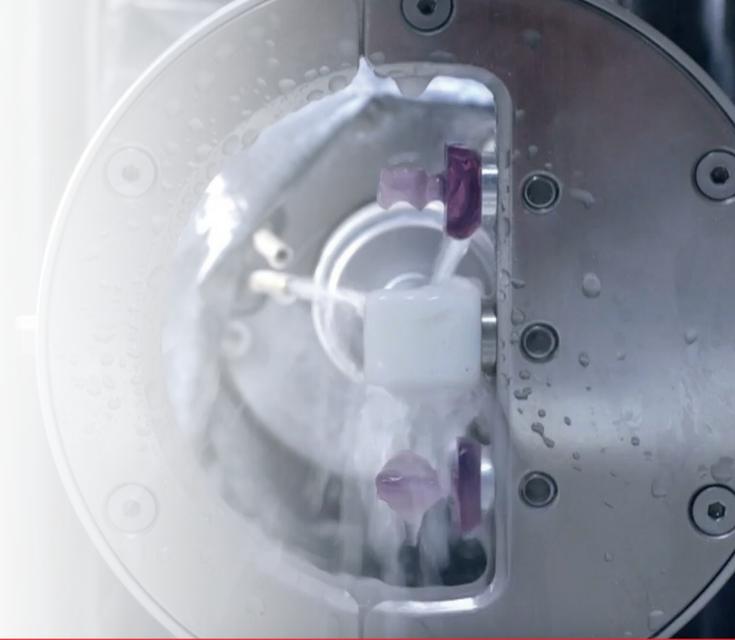
Benefit
- The company can now manage its global IT systems in a single, stable environment, with high levels of availability and security
- The company can react quickly to new requirements, simplifying its digital transformation
- Creates significant cost and speed benefits over constructing an in-house data center

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Customer

Kulzer GmbH is a world-leading dental company based in Hanau, Germany. For more than eight decades, it has been supporting dentists and dental technicians with a comprehensive range of products for aesthetic, restorative, and digital dentistry, as well as prosthetics and periodontics. Kulzer is part of the Japanese Mitsui Chemicals Group. Based in Tokyo, Mitsui employs more than 14,300 people across 137 subsidiaries in 27 countries around the world.

Products and Services

- Building an IaaS private hosted cloud infrastructure in the Fujitsu data center
- Use of the Fujitsu cloud portal

Challenge

Kulzer GmbH was sold to Japanese chemical company Mitsui Chemicals by its former parent company Heraeus. "Extracting a division from a highly-integrated group is a challenge on every level," says Thomas Gessler, CIO, Kulzer GmbH. The company has 1,500 staff employed across 25 offices around the world. They all have access to a comprehensive SAP landscape, as well as global CRM and BI systems. When it came to creating a new infrastructure, the company carried out a precise "make-or-buy" analysis in which anything it determined could be done better by a service partner would be outsourced. "As the internal IT team, we want to concentrate on adding value to the company through our in-depth knowledge of its processes. We outsource other services under clearly defined service contracts with the aim of creating good external partnerships," explains Gessler.

Solution

Once the company had been extracted from its former parent, one of Gessler's first big tasks was determining what the new IT infrastructure would look like. Building an in-house data center was not an option, as the company had neither the time nor the budget. Not only would the financial expenditure have been enormous, but the scope to expand IT systems and make them more flexible was low. A more sensible, future-proof option came from Fujitsu in the form of an "Infrastructure as a Service" package at an external data center. An IaaS approach provides enormous benefits for a global, medium-sized company, says Gessler: "Previously, we had hardware at almost all of our offices which was managed by local and regional IT teams. Now that we have become a medium-sized company, we no longer have on-site teams at every location to look after the maintenance and security side of things for us." Gessler therefore decided to transfer the IT applications from every region to the Fujitsu data center.

The use of modern, cloud-based solutions enables him to manage all systems with a single German team, in a stable environment, and with high levels of availability and security. For Gessler, this is the biggest benefit of moving to an "Infrastructure as a Service" model. Fujitsu takes the role of the hypervisor and provides the infrastructure, enabling Kulzer GmbH to focus on applications.

As well as high flexibility, one of Gessler's key requirements was to have the company's servers hosted in Germany for data security reasons. The chosen host would also have to meet strict compliance standards. As a manufacturer of medical products, Kulzer GmbH must abide by tight regulations and use an IT infrastructure that is GxP compliant. GxP defines good practices for business processes in the medical and pharmaceutical industries. An independent third party is also needed to certify that such practices are being respected in both the Fujitsu data center and the system design chosen by Kulzer GmbH.

Benefit

"When it came to creating our new IT infrastructure in the Fujitsu data center, stability, standardization, and system security were our top priorities, alongside the added benefit of greater flexibility," says Gessler. The servers are managed by Fujitsu and their computing and storage power is provided at guaranteed performance levels. The team at Kulzer now only needs to manage things from the applications upward. This not only allows them to focus on their core competencies in regard to process expertise, but also gives them greater flexibility to respond to changing digital demands moving forward. IT services are no longer intertwined with the hardware, and are instead purchased and cancelled only as and when needed. As a result, the company now only pays for what it uses.

"The flexible IaaS approach also allows us to remain open to drawing more data center services from the cloud in future. This is possible with Fujitsu due to the range of hybrid solutions it offers," continues Gessler. Fujitsu also demonstrated its flexibility by providing its backup solution. Although Kulzer GmbH uses the Fujitsu infrastructure, the company can now trigger a recovery itself without having to create a ticket.

Due to the good working relationship created between the two companies during the construction of the infrastructure at the Fujitsu data center, they have already begun their next project together. Kulzer GmbH currently uses a Citrix solution on the client level, that makes local applications on a standard workstation largely superfluous. In order to provide optimized hardware for this solution, as well as corresponding service and support levels, Kulzer and Fujitsu are working together to develop a suitable global "managed workplace" concept.

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