

# Case Study

## Raiffeisen Informatik GmbH

»We were so impressed by the quality of the Fujitsu ESPRIMO PCs and Fujitsu PRIMERGY servers that we installed them in every single Austrian Raiffeisen branch under our care. The logistical support we received from Fujitsu for the project couldn't have been better«

Alexander Pirngruber, Head of Business Management, GRZ IT Center GmbH

Thomas Meyer, Division Manager Internal Services, Raiffeisen Informatik GmbH



### The customers

#### Raiffeisen Informatik

Raiffeisen Informatik ([www.raiffeiseninformatik.at](http://www.raiffeiseninformatik.at)) is the largest provider of IT services in Austria. For over 40 years, the company has been providing professional IT services in IT operations, outsourcing, client management, security services, IT & software consulting etc. for corporate clients both domestically and outside of Austria. In 2013, the company employed a workforce of approximately 3,000 and reported sales of around € 1.8 billion. Raiffeisen Informatik has over 100 subsidiaries in 33 countries worldwide.

#### GRZ IT Center

The GRZ IT Center was founded in 1971 and today is one of the largest and most successful data center and infrastructure operators in Austria. Although positioned as a data center and infrastructure provider for financial service providers, the range of products and services supplied has always extended far beyond this, incorporating the operation of large computers, servers and networks of all shapes and sizes through to application service providing.

### The challenge

As a result of the state-specific purchasing policies previously pursued by the clients of Raiffeisen Informatik and GRZ IT Center, a great variety of hardware and software standards prevailed. To resolve this, a joint tender was issued by Raiffeisen Informatik and GRZ IT Center covering all branches of the Raiffeisen bank served by the companies with the aim of achieving a standardized workstation infrastructure and decentralized server infrastructure.

The commercial benefits for the clients resulting from the tender volume positively affected the total costs for the required migration.

### The solution

Raiffeisen Informatik GmbH from Vienna and GRZ IT Center GmbH from Linz opted for Fujitsu ESPRIMO PCs from the E, P and Q series. The total volume came to 20,000 PCs plus monitors and accessories such as keyboards and SmartCard readers. They also decided on 700 Fujitsu PRIMERGY servers to provide the key applications for the bank's decentralized branch network. The service process was facilitated by remote maintenance and control, which was possible thanks to centralized IT management for the PCs and servers.

### The customer

Raiffeisen Informatik and GRZ IT Center



### The challenge

To update and standardize the workstation and server infrastructure at more than 2,000 branches of the Raiffeisen bank in Austria as part of the migration from Microsoft Windows XP to Microsoft Windows 7.

### The solution

The implementation of high-performance, space-saving and energy-efficient Fujitsu ESPRIMO PCs, together with scalable, energy-efficient Fujitsu PRIMERGY servers with a customer-specific setup. The proximity of the Fujitsu development and production site in Augsburg meant that it was possible to guarantee a maximum delivery time of 10 working days from order receipt. In most cases, the systems were delivered direct to the Raiffeisen branches.

### The benefit

- Reduction in operating and service costs thanks to the standardized client server infrastructure
- High employee satisfaction thanks to the improved performance of the workstation PCs
- Reduction in data backup times and increased data security at the branches
- Lower energy costs due to more economical systems
- A central and efficient IT management system for both the PRIMERGY servers and the workstation PCs

### The benefits

The project represents an IT milestone for the Austrian Raiffeisen banks: "This was the first time we had combined our purchasing policy and issued a joint tender such as this," explains Thomas Meyer from Raiffeisen Informatik. "As part of the project, all the PCs at our participating clients in Austria were replaced. Purchasing the PCs and servers from the same supplier, Fujitsu, provided us with exceptional value for money."

The software at the supported Raiffeisen branches was also standardized as part of this, which has, in turn, made sharing information within the banking group much easier. Through made4you, Fujitsu's customizing service; all the systems in the production process were given inventory numbers and set up with customer-specific settings. This saved time in the implementation, allowing each branch to be migrated as swiftly as possible. Thomas Meyer: "The on-site setup went very smoothly. The application software installation process for the Fujitsu ESPRIMO PCs at the branches was run automatically."

A backup-to-disk solution that was developed jointly with Raiffeisen guarantees optimum data security and has dramatically reduced data backup time. Over the years, Fujitsu PRIMERGY servers have, on balance, proven to be the ideal branch server and integral to smooth banking operations at the branches.

"As Head of Business Management, the cost of rollout and operation are just as important to me as the purchasing conditions. The level of service provided by Fujitsu in terms of both logistics and rollout was exceptional. The project couldn't have gone more smoothly, which is quite impressive, considering the scale of what we were trying to achieve. Fujitsu did not disappoint," praised Alexander Pirngruber, Head of Business Management and Purchasing at GRZ IT Center GmbH.

### Products and services

- Servers: Over 700 FUJITSU Server PRIMERGY TX200
- PCs: Over 18,000 FUJITSU Client ESPRIMO E910/P/910/Q910
- Displays: Over 3,500 19/22/23/24-inch
- Services: Customer-specific settings and inventory information; rollout support; resale of legacy equipment, where required, including deletion of data together with a security certificate; manageability, such as server management (ServerView) and Intel® vPro™ technology

Highlighting the key factors that convinced them to choose the Fujitsu products, Pirngruber adds: "The high quality and energy efficiency of the Fujitsu ESPRIMO PCs and Fujitsu PRIMERGY servers also helped to keep the operating costs down."

The standardization has also helped to reduce operation and administration effort for the PC and server landscape at the Raiffeisen branches concerned. This long-standing relationship once again serves to confirm Fujitsu's credentials as a reliable manufacturer.

### Conclusion

Raiffeisen Informatik and GRZ IT Center confirmed the good value for money of the Fujitsu hardware. The joint conclusion by Thomas Meyer from Raiffeisen Informatik GmbH and Alexander Pirngruber from GRZ IT Center GmbH was as follows:

"Our clients' employees have been very impressed by the exceptional performance of the Fujitsu ESPRIMO PCs. They are much quicker to boot, now taking around one minute, whereas previously it took around six. The Fujitsu hardware is exceptional quality. We were also impressed by the entire ordering process. The Fujitsu team in Austria deserves a massive thank you."

Alexander Pirngruber, Head of Business Management, GRZ IT Center GmbH

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In collaboration with



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