

“Standardization is one of the reasons why we choose Fujitsu. We can cover all of our office PC requirements with just two different models. The quality of the devices has also always impressed us.”

Manuel Urch  
IT Team Leader  
Stadtwerke Konstanz GmbH

Stadtwerke Konstanz covers all of its office PC needs with just two device types – the FUJITSU ESPRIMO Q520 mini PC and the FUJITSU LIFEBOOK E554 laptop.

#### At a glance

**Country:** Germany

**Industry:** Energy supplier, mobility and leisure, water supplier, telecommunications (Internet, telephone, TV), local public transport

**Employees:** 817

**Website:** [www.stadtwerke-konstanz.de](http://www.stadtwerke-konstanz.de)

#### Challenge

Stadtwerke Konstanz, a medium-sized energy provider, has a streamlined IT team of just five employees to provide its 817 staff with IT services. A high degree of standardization, reliable and fast on-site support and stable PCs keep maintenance expenditure low.

#### Solution

With just two FUJITSU device models – the ESPRIMO Q520 mini PC and LIFEBOOK E554 laptop – the company can cover all of its office computing needs. The mini PCs provide additional desk space and can be collected more easily than larger computers when they require maintenance.

#### Benefit

- High degree of standardization with just two device models
- Lower maintenance expenditure means the company can streamline its IT team
- Compact mini PCs with all necessary features such as USB ports and CD ROM drives
- Laptops with serial interfaces for machine maintenance jobs

## Customer

Stadtwerke Konstanz is a traditional medium-sized public utility company based in the German state of Baden-Württemberg. Alongside more traditional services such as supplying the city with electricity and heat, it also operates its swimming pools and local public transport system. On the shores of Lake Constance, this includes ferries. The company became responsible for shipping traffic on Lake Constance following its acquisition of Bodensee-Schiffsbetriebe GmbH (BSB) in 2003, and it now operates the ferry link between Friedrichshafen and Romanshorn in conjunction with the Swiss shipping company, SBS.

## Products and services

- 340 x FUJITSU ESPRIMO Q520 mini PCs
- 142 x FUJITSU Notebook LIFEBOOK E554

## Challenge

Stadtwerke Konstanz relies on having a stable, powerful IT system. For this reason, all of its office computers are replaced every four years. In its last tender in 2015, one of the company's central requirements was to have very compact devices that would take up as little space as possible on its employees' desks. It also needed laptops for mobile use that would be robust enough to take on maintenance jobs. Its IT team is comprised of just five people, so standardization is crucial to keeping infrastructure maintenance expenditure low. The company had had good experiences with Fujitsu's mini PCs and laptops in the past, particularly in terms of their long service life and hardware durability. "This quality and reliability was why we chose to go with these devices again," explains Manuel Urch, IT Team Leader at Stadtwerke Konstanz.

## Solution

The company purchased 340 FUJITSU ESPRIMO Q520 mini PCs for its staff workstations and 142 FUJITSU LIFEBOOK E554 laptops for staff who work either occasionally or predominately on the road. "We only have two device models in use here. As our IT department is relatively small, this degree of standardization is particularly beneficial when it comes to maintenance," says Urch. "Due to this and our software distribution system, we look at devices for a maximum of ten minutes. If we find an error, we rectify it or replace the computer entirely," he continues.

One of the reasons behind the company's decision to go with mini PCs was that their compact size allows them to be installed in much smaller spaces, such as on high tables in the warehouse or even clipped behind monitors. On normal desks they also provide more space for staff to work. This is particularly important where three or four employees share an office and space is at a premium. The devices are also very quiet and energy-efficient.

As before, each member of staff at Stadtwerke Konstanz has their own computer. "Each person has their own individual workstation, we don't have clean desk concepts and shared workstations here," says Urch. His concept instead focuses on providing as much desk space as possible for the employees to work on.

For Urch and his IT team, having the devices installed right on the desktop rather than on the floor underneath is particularly beneficial when it comes to maintenance. "In the past, we had the problem that our cleaners would unplug the PCs at night and staff would then end up calling the support team. With mini PCs, that's no longer an issue," explains Urch. The employees can see them at all times. Another advantage of the small devices is that replacement units take up much less storage space. And if support is needed, the IT team no longer has to carry the weight of a full desktop PC around the building.

## Benefit

The devices have been in use since October 2015. "We are very satisfied that of the 330 mini PCs, only two developed faults over the course of the year. If the products carry on working like this, Fujitsu will definitely continue to be our partner when we next come to replace them in three years' time," says Urch. Another big plus for him is the hassle-free support service provided via a local long-term partner. Being able to pass service requests on to the partner makes it possible for Urch to work with a smaller IT team. And having a single point of contact makes processing jobs even easier.

The price played an important role in the decision, but it was just one criterion amongst many: "It doesn't make any sense for us to buy devices cheaply but not have the durability and support system there to back them up," explains Urch. As well as being so compact, the devices also impressed Stadtwerke Konstanz with features such as the number of USB ports and the CD ROM drives, which are unusual for mini PCs. "The fact that we'd had such good experiences over the past four years also played a role. Another key advantage of the mini PCs for us is that they feature an internal power supply," says Urch. The laptops have serial interfaces, which are an essential tool when it comes to machine maintenance.

## FUJITSU

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