

“Fujitsu is familiar with the system environment of the NDR and is an experienced, efficient and competent service partner.”



Customer's Challenge

The Norddeutsche Rundfunk (NDR) is the leading electronic media company in Northern Germany, which, as a result of its successful and high-quality programmes and its cultural and social commitment, is well-respected beyond its transmission area. The availability of IT infrastructure of the employees' work stations and a smooth operation of the installed equipment had gained more and more importance over the past years.

To guarantee a smooth operation of the PC systems, the NDR was searching for a service partner to manage its hotline, installations, service, maintenance, repair, backup of hardware and software components and their adjustment to the NDR environment.

Being a public enterprise, the NDR puts out the services provided by external partners for tender at regular intervals. This happened in June 2002. Per 1st August 2002 the NDR was again looking for a new partner for the services for all locations in Hamburg as well as for the regional broadcasting centres in Hannover, Kiel and Schwerin. The aim is to ensure the PC systems' operational readiness of all locations.

Fujitsu's Solution

Fujitsu has been providing IT services to the NDR for several years. In the course of time the initial hardware service with just a few engineers evolved into a close cooperation between the two companies in many service areas.

At the moment more than 20 employees from Fujitsu are working at the different sites of the NDR. Fujitsu's service manager, the direct contact partner, is deployed on site of the NDR in Hamburg. On the basis of the incoming calls and existing orders (installations, removals etc.) the daily business at the sites is organised by the Fujitsu team leader in coordination with the NDR system service. Any other personnel planning and the deployment of additional staff for projects is made by the superordinate service manager in collaboration with the team leaders. Fujitsu has a number of employees who are familiar with the services provided to the NDR. Thus Fujitsu can cover 'down times' and additional requirements at the same quality level.

SUMMARY OF KEY FACTS

Organisation

Norddeutsche Rundfunk (NDR), Hamburg

Contract signing date

August 2002

Service/s delivered

PC support for hardware and software. The service covers the entire hardware lifecycle and comprehensive support of NDR's specific and standard components.

- Hotline
- Installation
- Service
- Maintenance
- Repair
- Backup of hardware and software components

Benefits

- Personnel release of system service
- Ability of system service to focus on the core business
- Improved productivity of service staff

Benefits to our Customer

In recent years the user support had been extended in close cooperation with the IT departments.

Fujitsu provides a flexible service that is tailored to the customer's needs. Moreover, Fujitsu has implemented a large number of complex and interesting projects for the NDR. Fujitsu rendered support during a number of television broadcastings, e. g. at the Davis Cup in Hamburg.

Due to the long lasting trustful cooperation, the Fujitsu staff knows the structures, processes and organization charts of the NDR with the people behind them. Thus, Fujitsu helps the system service, which can concentrate on its core business. The detailed knowledge of the local and organisational conditions improves the productivity of each service employee.

Our Approach

The hotline, which is installed at one of the Hamburg locations as well as at the different broadcasting centres and managed by Fujitsu, is the central contact point for the users for all problems in the PC system environment. The problems are fixed over the telephone supported by remote tools or at the PC work station after consultation with the user.

Fujitsu provides the service for the PCs and their peripherals, which are installed at one of the Hamburg sites as well as in the regional broadcasting centres and ensures their efficiency for each service in terms of a contract for work.

The PC support for hardware, which is provided by Fujitsu is manifold and extensive covering the entire life cycle of a PC system. The support is provided in cooperation with the NDR and comprises e. g. the realization of removals, installations, asset management and the briefing of users at the different sites. The PC support for software comprises the configuration of software, the adaptation of software to the NDR environment and the elimination of software problems that occurred with the users.

The conversion of old data in case of installations, the elimination of a computer virus and the service and support of the specific NDR applications are within the scope of services.

Our Expertise

For the support and follow-up service of the challenging NDR projects such as the coming migration to Windows XP and Lotus Notes, the support of an asset management system, Fujitsu is an experienced, efficient and competent service partner that is familiar with the system environment of the NDR.

Of course, there are new tasks in the cooperation of the two companies. It goes without saying that efforts are being made to improve the satisfaction of the users. Fujitsu and the NDR are trying to simplify the processes and communication channels in order to optimise the processes of calls and orders beginning with the request up to the installation at the work station of the NDR staff.

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