

Case Study

EEW Energy from Waste

„The relationship between EEW, the client and Fujitsu, the service provider was reciprocal, and we treated each other as equals. We are very satisfied with the performance and expertise of our service provider.“

Christian Hoppe, Head of IT Management, EEW Energy from Waste GmbH



The customer

EEW Energy from Waste (EEW) is Germany's leading company in the field of environmentally friendly energy generation through waste incineration. EEW develops, constructs and operates waste incineration plants. The company currently has 19 plants in Germany and neighboring countries and incinerates a total of 5 million tons of waste each year. It uses the energy contained in this waste to create process steam for industrial operations, district heating systems for residential areas and environmentally friendly electricity for around 570,000 households. With an average 50 percent of the waste being made up of biogenic materials, EEW generates energy from renewable sources as defined by Germany's Renewable Energy Law, and saves around 1,000,000 tons of CO₂ per year. EEW employs a total of approximately 1,250 people across its various sites and headquarters in Helmstedt.

Der customer

Country: Germany
Industry: Energy
Founded: 1873
Employees: 1.250
Website: www.eew-energyfromwaste.com



The challenge

Due to E.ON Group's new ownership structure, both EEW and its IT department had to be carved out of the Group and become a separate entity. The company therefore needed to completely reorganize its entire IT service landscape.

It had to find a new, experienced service provider to cover all of the IT services that were previously provided by its parent company and its partners – everything from workstations, PCs and mice to storage and application management. And it did: Fujitsu. Fujitsu's greatest challenge with the project was seamlessly connecting all of the company's different sites to a single, functional IT network, and overcoming the problems that so often occur in the 'last mile'. As this involved coordinating a number of different network providers, this step took longer than originally planned. The next stage was for Fujitsu to take over and integrate all of the various service areas one by one.

EEW wanted all of its stakeholders to work together in harmony: internal service providers, current providers and other parties involved in its processes had to be brought together and integrated into the universal project management concept. It was crucial for the parties to maintain a clear overview of the entire project and its duration and be as flexible as possible.

The solution

Fujitsu's first step was to extract EEW's entire IT landscape from E.ON Group's infrastructure. This involved delivering an extensive package of services, competent consultation and tailored hardware components. The IT service provider was then tasked with managing the company's entire IT system under the terms of a full-scope outsourcing contract.

The solution

Fujitsu's first step was to extract EEW's IT landscape from the E.ON Group's infrastructure. This involved delivering an extensive package of services, competent consultation and tailored hardware components.

Next, Fujitsu began its role as EEW's full-scope outsourcing partner, providing a comprehensive range of IT services covering everything from workstations to the data center. One of the many services Fujitsu is now responsible for is managing the SAP landscape, which all of EEW's locations use as a central data hub. Fujitsu manages the 'classic applications' – Enterprise Resource Planning (ERP, including the archive), Business Warehouse (BW) and Supplier Relationship Management (SRM) – as part of its basic and application management service. The IT service provider is also responsible for the hosting and

basic operation of SAP Human Resources (HR), as well as collaboration services for MS Exchange and SharePoint, managing data communications via WAN and LAN, the telephony system and peripherals such as printers.

The server and storage infrastructures at EEW's sites are now covered under Fujitsu's data center services program, and the company's experts were able to resolve a long-standing problem when they took over this area: at some of the locations, the file and active directory services were badly affected by latency, for example when exchanging and accessing documents and during login processes. Now, each site has its own decentralized server for these services in order to prevent delays. Each night, they are automatically replicated and synchronized with the Fujitsu data center in Neuenstadt.



The benefits

- Reliable, highly available and performant IT infrastructure for 1,250 employees
- Professional IT services and competent advice – adhering to strict regulations
- Stable, reliable IT operations in highly secure and certified data centers in Germany
- Everything from the IT services to tailored hardware components are from the same provider, and all are 'Made in Germany'

The benefit

EEW's collaboration with Fujitsu has enabled it to source all of its IT services from a single provider, with all components made in Germany. EEW now benefits from a reliable, highly available and powerful IT infrastructure and no longer has to worry about sourcing and setting up PC workstations, managing and running applications or its network.

And it's not just the services that come from the Fujitsu Group, the office hardware does too: EEW purchased approximately 800 laptops and desktop PCs, monitors and mice during the project.

Fujitsu now acts as a single point of contact for all of EEW's employees' service requests and provides 1st and 2nd level support for most areas. This means that all service processes are now carried out to the same high quality standards and with the same service level agreements, ensuring a high degree of transparency.

EEW has also benefitted from Fujitsu's extensive experience in managing, planning and implementing complex projects like this with many different dependencies to consider: the service provider formed a project team at a very early stage which then worked closely with EEW throughout the process. Fujitsu's team initially managed the project directly from EEW's headquarters in Helmstedt and spent many days each week in their own on-site project office. This made communication easier and therefore enabled the companies to make decisions sooner. It also ensured that the initial hurdle of coordinating the different network providers was overcome quickly and the schedule was adhered to.

Products and services

- Full-scope outsourcing
- Help desk / service desk / service support
- Workstation services
- Printing services
- Data communication services
- Telephony services
- Collaboration services
- Data center services
- SAP services (basic and application management) for the ERP system inc. archive, BW, SRM and HR
- Management of central applications
- Management of decentralized applications
- Fujitsu hardware: around 800 Fujitsu laptops (FUJITSU Lifebook E733 and E753) and desktop PCs (FUJITSU ESPRIMO E520 and E720), monitors, keyboards and mice

Conclusion

Fujitsu was able to complete the carve-out of the IT system within the given timeframe and is now responsible for ensuring the smooth operation of the entire IT system at EEW – from the PC workstations to EEW's in-house applications and data centers – all whilst adhering to the strict regulations of the energy industry.



About Fujitsu

Fujitsu Central Europe (Germany, Austria and Switzerland) is a leading European all-round provider of information and telecommunication technologies. Headquartered in Munich, the company offers a comprehensive portfolio of technology products, solutions and services, ranging from terminals, data center solutions, Managed & Maintenance Services and cloud solutions right through to outsourcing and consulting. Fujitsu develops and manufactures notebooks, PCs, thin clients, servers, storage systems as well as mainboards and operates highly secure data centers in Germany. For the fiscal year ending March 31 2014 Fujitsu generated a revenue of more than €1.8 billion with approximately 2,800 employees in the Central Europe region.

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