

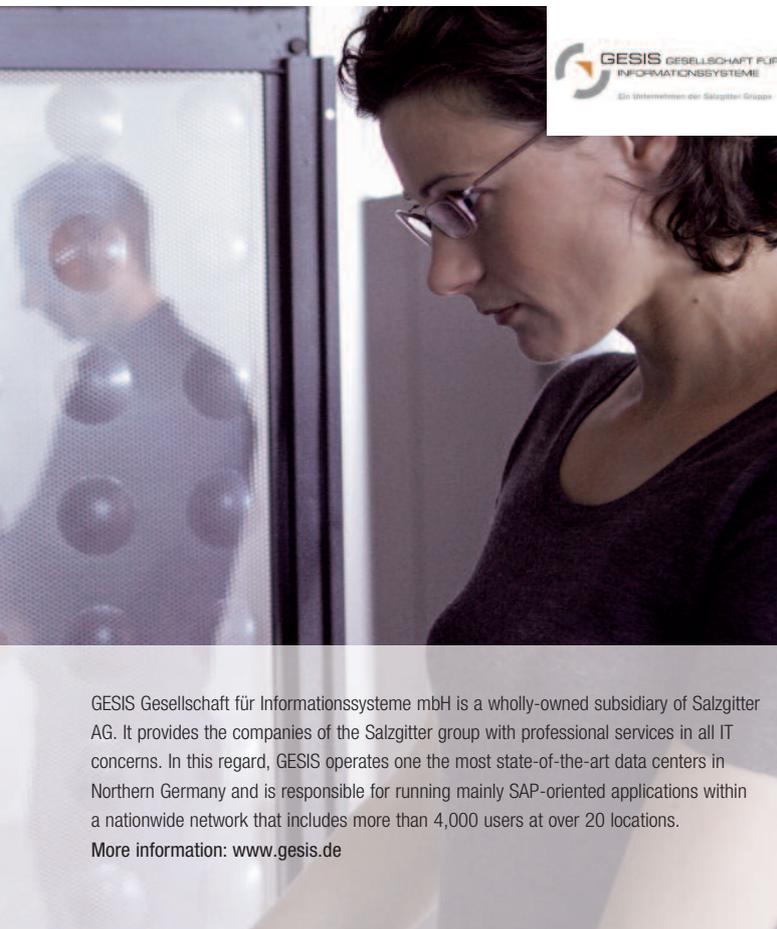
CASE STUDY

GESIS delegates storage operation to Fujitsu

Storage on demand for Salzgitter AG's IT

»Fujitsu's storage-on-demand concept allows us to request and deliver the precise volume of storage that Salzgitter AG needs to ensure continuity of its IT operations and business processes – quickly, flexibly and with little ordering work.«

Günter König, CIO of Salzgitter AG and Managing Director of GESIS mbH



GESIS Gesellschaft für Informationssysteme mbH is a wholly-owned subsidiary of Salzgitter AG. It provides the companies of the Salzgitter group with professional services in all IT concerns. In this regard, GESIS operates one of the most state-of-the-art data centers in Northern Germany and is responsible for running mainly SAP-oriented applications within a nationwide network that includes more than 4,000 users at over 20 locations.

More information: www.gesis.de

The challenges

- **Highly available and reliable around-the-clock operation of a storage infrastructure** with a backup volume of over 800 terabytes a month and online storage requirements of 45 terabytes a day (status May 2008)
- **Flexible delivery of storage capacities** in line with actual needs, with a low administrative overhead and at fixed prices

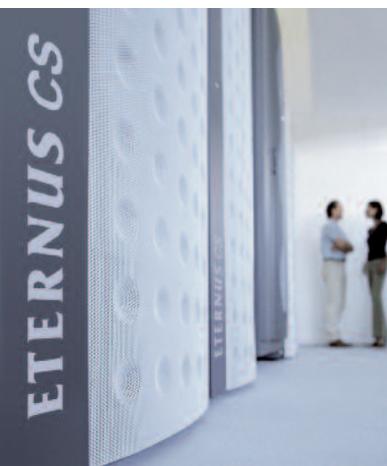
The solution

- **Outsourcing of operation, administration, monitoring and support** for the storage systems to Fujitsu
- **Need-based delivery** of the required storage volumes as part of a storage-on-demand concept with fixed prices.

The complex machinery of the Salzgitter Group's business management and logistics processes is controlled by an application landscape based mainly on SAP software. Online storage requirements and backup volumes are in the high terabyte range – and are increasing as the Salzgitter Group grows. To keep pace flexibly and economically, those in charge at Salzgitter decided on an expanded storage partnership with the company's longstanding IT partner, Fujitsu. As a result, GESIS mbH, the group's internal IT service provider, delegated full responsibility for operating, maintaining and further developing the entire storage landscape to Fujitsu.

»Fujitsu provides comprehensive services for operating and servicing our storage infrastructure – based on an innovative business model that allows us to tap into additional capacities as we require them, quickly and at transparent cost.«

Günter König, CIO of Salzgitter AG and Managing Director of GESIS mbH



The starting situation

Achieving greater efficiency at less cost and effort

Over 4,000 users throughout Germany are supplied with application functions from GESIS' two data centers. And that number is on the rise. Salzgitter AG is growing – and so are the requirements its IT must fulfill.

The company's data storage is also affected by its growth: data volume – as per May 2008 – has grown to a hefty 45 terabytes online and more than 800 terabytes for backup. »Twelve terabytes of storage capacity a day need to be supplied reliably and with high availability,« explains Uwe Schomburg, head of the Data Center team at GESIS mbH.

Salzgitter AG ...

... is one of Europe's leading steel and technology groups, with around ten billion euros in external sales, an output of over seven million tons of crude steel and a workforce of some 23,000 employees.

The standard set by the group, with its around 100 national and international subsidiaries and associated companies, is high: to be one of the best in steel and technology.

GESIS mbH plays a leading role in delivering the group's IT. It provides IT services to companies in the Salzgitter group and external customers as well. The IT infrastructure it uses is based on systems from Fujitsu Siemens Computers.

Coping with growing storage needs

The need for additional storage is clear. The challenge was to satisfy this need in a flexible, timely and cost-effective manner – an issue addressed by CIO Günter König and other Salzgitter decision-makers in planning the company's future storage and backup strategy. »Even greater agility and efficiency, yet lower costs and reduced internal resource tie-up« was their goal.

Ensuring high availability

Fujitsu's proposed storage-on-demand concept, which expanded its existing storage cooperation with Salzgitter, made it possible to meet this goal. The focus: provision of a storage infrastructure that ensured high availability and could be run and supported at low cost. An additional feature of the concept was a business model that envisaged billing storage on the basis of calculable fixed prices, both for current requirements and for any additional and rapidly-required volumes. That won the customer over: in addition to its longstanding role as IT supplier and storage service provider, Fujitsu was entrusted with a much broader range of tasks as service provider for the entire storage infrastructure.



The project in practice

Made-to-measure storage capacities and services

Since mid-2007, GESIS and Fujitsu have been working together on the basis of a new storage-on-demand model, under which provision, operations management, monitoring and maintenance of the entire storage infrastructure rests in one pair of hands. At the same time, Fujitsu is responsible for further developing the storage landscape and enhancing the infrastructure by deploying technological innovations promptly.

One of the key pillars of the cooperation is storage-on-demand modules. These are defined as online and data backup modules with different service level agreements (SLAs) for operating and response times. »They allow us to request the precise volume of storage that Salzgitter AG needs to ensure continuity of its IT operations and business processes – quickly and with little ordering work,« says Günter König, CIO at Salzgitter and Managing Director of GESIS.

What's important for König and his team is not just being able to meet online and backup storage requirements, but high cost transparency as well, because it ensures security when it comes to planning and costing. »And the handling process is incredibly simple – we can order what we need without any great administrative overhead,« says Uwe Schomburg, head of the Data Center team, describing another benefit of the service.

Hard- und Software use

Hardware:

- ETERNUS CS VT von Fujitsu
- StorageTek Libraries L700 und L8500
- NetWorker Server (PRIMERGY RX300 mit Linux)
- FibreCat-Systeme CX600, CX700, CX500, CX3-20

Middleware:

NetWorker-Software

- NSR NET
- NSR ROBOT
- NSR STOR

Around-the-clock support and monitoring

Fujitsu is responsible for operating and monitoring the storage systems and NetWorker servers used at GESIS. The storage-on-demand team controls 1st and 2nd level diagnostics support, supplies the systems with all the required patches and updates and conducts weekly system health checks to examine the system reports and log files.

The tasks of operations management include, for example, controlling logical and physical tapes, replacement and disposal of physical tapes, deleting data and installing the ETERNUS CS virtual tape solution and NetWorker servers and changing their configuration. Monthly and quarterly reports also provide the customer with analyses of the quality of operations management and the status of the infrastructure.

Project overview

Assumption of responsibility for operation and support based on clear SLAs oriented to different requirements and with

- 7x24-hour monitoring
- 1st and 2nd level diagnostics support
- Remote access via teleservice
- Customer help desk
- On-site hardware and software maintenance
- Patch, update and version management
- Weekly health checks
- Prompt reporting

User benefits

- Simple procurement and rapid delivery of additionally required storage capacities with little administrative overhead
- Guarantee of reliable IT operation thanks to qualified around-the-clock management of the storage infrastructure
- High availability of online storage and backup thanks to remote monitoring of operation and on-site services
- Lower, transparent costs with a business model based on fixed prices



The benefit

Flexibility at fixed prices

Storage on demand from Fujitsu gives GESIS mbH a wide range of advantages and delivers a future-proof storage solution for Salzgitter AG's IT.

»We reduce the cost and work involved in running and supporting the storage infrastructure,« is one of the primary benefits. »We are far more flexible when it comes to procurement and swift provision of additionally required storage capacities,« is another. And: »Fixed prices mean we can plan more reliably, increase transparency and reduce our administrative overhead,« is a third important advantage.

Liquidity-friendly financing

Another benefit comes from Siemens Finance's innovative financing model, under which procurement of the storage volume and provision of all related infrastructures and services are funded throughout the agreement's term. »That increases our liquidity and reduces the strain on our fixed assets,« says Jörg Meyer, head of Basic Technology at GESIS, describing the arguments in favor of this approach.

Built-in future-proofness

Last but not least, GESIS mbH also achieves a great deal of future security from its storage partnership with Fujitsu. »Fujitsu is not just an expert service provider, it is also a powerful vendor of information and storage technology,« states Günter König. »This ensures that we have ongoing access to innovation and that the infrastructure is continuously improved.«

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