



Tchibo GmbH

Managed Security Services: Comprehensive IT Security from a Single Source.

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Since its founding in 1949, the Hamburg company Tchibo has developed from a pure mail-order roasted coffee company into a multinational enterprise that is now engaged in many more business areas besides its traditional main business in coffee. For instance, since 1972 its branches have been offering a new non-food assortment every week, and insurance, travel and cellular phones have also been added to its portfolio. In 2004, the more than 12,000 employees worldwide accounted for sales of 3.8 billion euros. The outsourcing of operations for its complete security infrastructure (firewalls, virus scanners, remote access, e-mail and Web) to the Siemens Group is designed to enable Tchibo to concentrate fully on its core business in the future – at lower costs and higher service quality.

The task:

To cut costs and improve the quality of service, the management of Tchibo GmbH decided to outsource the complete security infrastructure to an external service provider. Another goal of the realignment: In the future there would be just one point of contact for all security services, instead of the multiple contacts that have existed up to now. In addition, the external service provider was to increase further the level

of quality of security applications and be able to map the entire heterogeneous security infrastructure in one simple price model per user and provide previously defined demanding service level agreements around the clock. Furthermore, Tchibo employees would no longer need to deal with the tasks required for updating and documenting user data.

The solution:

Through close collaboration, the responsible parties at Tchibo GmbH and Siemens consultants first developed a concept for the transfer of the complete security infrastructure of Tchibo corporate headquarters in Hamburg to Siemens as external service provider. After successful completion of the project in Hamburg, all branch offices throughout Europe were to follow.

After taking over the security infrastructure, Siemens is now responsible for all areas of security – from fault monitoring to complete operation of the existing infrastructure to continued development of the security environment – and is thus well girded against future dangers and threats. The scope of services includes security updates, as well as analysis of log files, penetration tests, configuration

management and user data administration. In addition, defined service level agreements ensure that previously defined response times are met when problems occur. All managed security services are also provided by Siemens in accordance with ITIL processes (IT Infrastructure Library).

The benefits:

Frank Ihlenfeldt, Chief Operation Officer at Tchibo GmbH in Hamburg, expresses his satisfaction, "The outsourcing of our complete infrastructure to an external service provider contributes substantially to our ability to concentrate on our core competencies and also helps to cut costs considerably." The latter concerns not only the personnel and operating costs, because, since Siemens has assumed the costs for hardware and software, Tchibo GmbH has also been able to free up the corresponding capital.

Another advantage for Tchibo GmbH lies in the presence of a service provider on-site in Hamburg, so that problems can be solved quickly and efficiently without long-distance travel. Since Siemens also acts independently of technology or manufacturer, the responsible parties at Tchibo can be sure that they are always getting the technology best suited to their IT security needs.

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Frank Ihlenfeldt,
Chief Operation Officer, Tchibo GmbH



Our service:

- Takeover of complete security services (firewalls, virus scanners, remote access, e-mail and Web) at Tchibo
- Delivery, installation, service and operation of the central security environment
- Continued development of the security environment to protect against future hazards and threats
- A single contact person for all security matters
- Service levels that are transparent and can be monitored
- Support for the European Tchibo locations in London, Prague, Warsaw, Moscow, Budapest, Zurich, Vienna, Amsterdam and Bratislava

Additional information at:
www.siemens.com/hipath

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