



» Heidelberg Druckmaschinen AG: Global Service Management «

Open Communications references

www.siemens.com/hipath

SIEMENS

» Summary «

Heidelberger Druckmaschinen AG (Heidelberg) is one of Germany's global companies and a leading provider of solutions for the print media industry. Providing smooth communications around the clock in this network that spans the globe is a complex challenge, which is met by the central IT organization in Wiesloch.

The task:

The IT center in Wiesloch is responsible for the uniform corporate IT network to serve development and production sites in five countries and about 250 sales offices worldwide. The efficient handling of any malfunctions and the necessary transparency of the processes are ensured by HiPath Managed Services from Siemens to reduce local work and to avoid errors before they even occur.

The solution:

- HiPath Managed Services contract
- Network Operation Center (NOC) at Siemens takes over the tasks of monitoring and control
- Central gateway in Wiesloch links the NOC to the Heidelberg corporate network
- Escalation plans based on the priority class in order to provide the proper person with information reliably and to find the most effective solution
- Service level agreements specify the time frame for eliminating errors

The benefits:

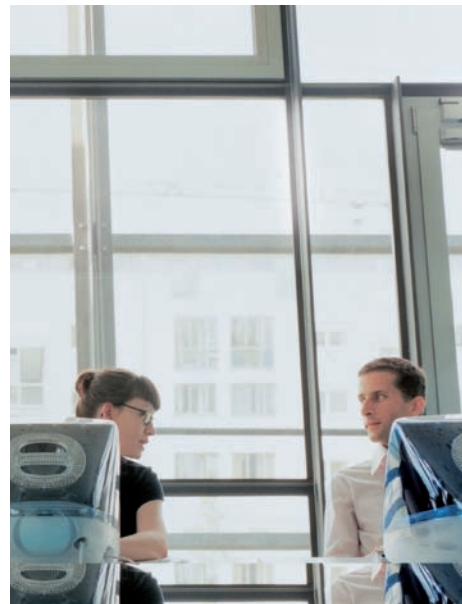
- Outsourcing of monitoring and control as a 24x7 service
- Proactive fault elimination
- Detailed overview of network status by the documentation of system messages
- Status of troubleshooting can be checked online
- The IT-team of Heidelberg in Wiesloch can concentrate on control tasks

» "Innovative communication must also offer global service."

Christian Teickner
Senior Manager
Telecommunications & Mobiles
Heidelberger Druckmaschinen AG

Howard Hutchings
Executive Vice President Infrastructure
Heidelberger Druckmaschinen AG

HEIDELBERG



» Global Service Management to ensure efficient handling of any malfunctions and the necessary transparency of the processes «

With more than 18,000 employees in 170 countries, Heidelberger Druckmaschinen AG (Heidelberg) is one of Germany's global companies and a leading provider of solutions for the print media industry. Providing smooth communications around the clock in this network that spans the globe is a complex challenge, which is met by the central IT organization in Wiesloch. The efficient handling of any malfunctions and the necessary transparency of the processes are ensured by HiPath Managed Services from Siemens.

An uniform corporate IT network must be available around the clock

With development and production sites in five countries and about 250 sales offices, Heidelberg serves its customers worldwide. The backbone is the uniform corporate IT network, which must be available around the clock: when the Heidelberg employees in Japan are switching on their laptops and make their first calls, the colleagues in the USA have not yet called it a day. And in the middle of it all is the IT center in Wiesloch and Christian Teickner, who together with his small team is responsible for this network: "From here we can provide second-level support and also coordinate the service work that has to be done locally. But only during our local work hours." To expand the group to permit three-shift operation would be economically unfeasible.

"At the same time, today's communications systems, with remote service and remote access to the administrators, offer outstanding options for reducing local work and avoiding errors before they even occur," says Teickner. You just need to have someone to take care of system messages at the moment they arrive. To rely on the principle of hope – probably nothing will happen after hours – is no alternative for Teickner. Especially since Heidelberg is moving into more complex network worlds with the integration of communication in the IT landscape.

The Network Operation Center (NOC) takes over the tasks of monitoring and control

Instead of building up uneconomical capacity and know-how itself, Heidelberg decided on a HiPath Managed Services contract with Siemens. After the end of the work day in Wiesloch, the Network Operation Center (NOC) at Siemens takes over the tasks of monitoring and control. A central gateway in Wiesloch links the NOC to the Heidelberg corporate network. The NOC employees are organized for 3-shift operations and can thus monitor the status of the network components of all the customer networks pooled there around the clock. And it doesn't matter whether they are Siemens solutions or components of other manufacturers.

When a system message is received, the Siemens employees evaluate it and initiate the next steps immediately. In this way it is possible to eliminate problems before they lead to noticeable outages. There are escalation plans based on the priority class in order to provide the proper person with information reliably and to find the most effective solution. A ticket system documents all events and keeps track of all activities until the problem is corrected. Service level agreements reached together with Heidelberg specify the time frame for eliminating errors. This makes the service measurable and transparent.

Improving the quality of service and lowering the port price of systems at the same time

"Only by offering 24x7 service can we fully exploit the opportunities for proactive fault elimination," says Teickner. "That takes us a decisive step further toward our goal of zero down-time." The documentation of system messages provides a detailed overview of network status. "Today," says Teickner, "we know whether and how our network is functioning. Today the transparency is distinctly better." The status of troubleshooting can be checked online. Specifically prepared reports provide the IT experts and management personnel at Heidelberg with the information they need.

For the team in Wiesloch the tasks have changed. Whereas the focus used to be on technical support, now most of the work consists of control tasks. As Teickner says, "Although we have already taken a new path in integrating TC in our IT, we did not have to build up any additional personnel for the task. With the HiPath Managed Services contract, we were able to lower the port price of our systems and still achieve a distinct improvement in the quality of our service." Teickner is now even able to use one of his employees half-time on other projects. And the thing Teickner likes best: "Today it is the solution supplier who is stuck with the 'Old Maid.'" In other words, they have to ensure – in real-time – that their solutions work." A challenge that Siemens is happy to meet.

