



**OUTSOURCING**  
ROADSHOW 2011

# Best practices in outsourcing



## Customer

- Largest oil and gas distribution company in CEE
- Distribution network in 13 CEE countries
- 20B€ revenue and more than 30.000 employees



## Pains

- Optimization of large international network
- Support fast company growth



## Solution

- IT strategy consulting
- Workplace Operation Services (w.OS)
- End User Support Services

# S&T covers the entire workplace life cycle



## Startup

- Process definition and implementation
- Implementation Software Distribution
- Implementation Remote Install
- Image Creation
- Package development

## Disposal

- Data Backup
- Transportation
- Disposal
- Data Deletion

## Maintenance

- **Central**
  - Operating software distribution
  - Image building
  - Care Packages
  - Software Distribution
- **OnSite**
  - Break & Fix
  - Guarantee
  - Software Recovery
  - IMAC/D

## AddOn Services

- Helpdesk
- 2nd and 3rd level
- VIP Support
- Backup
- Messaging, Communication, Collaboration

## Procurement

- Care of the shopping basket
- Ensuring the availability
- Revision Secure Order Processing
- Accounting
- Logistics

## Installation

- **PreConfiguration**
  - Custom Installation
  - Labeling
  - Asset maintenance
- **Installation**
  - Delivery
  - Personalization
  - Commissioning and acceptance
  - Data Restore
  - Entrainment of the packaging material

Workplace  
Life  
Cycle

# Service is tailored to customers needs



# Workplace Operations Services Cover



**Client devices**



**Printing**



**LAN**



**Unified  
communications**



**Mobile devices**



**Helpdesk**



## Customer Key facts

- Largest oil and gas distribution company in CEE
- IT operation for over 400 petrol stations in Austria
- IT support for over 6000 users in 10 CEE countries

## Benefits

- Operation of petrol stations in CEE runs smoothly
- Ability to control costs

## Pains

- Optimization of large international network
- Support fast

## Solution

- IT strategy consulting
- Workplace Operation Services



## Customer

- A newly established company aiming to become the largest steel provider in Slovakia



## Pains

- Set up IT operation in short time
- Limited capability for upfront investment



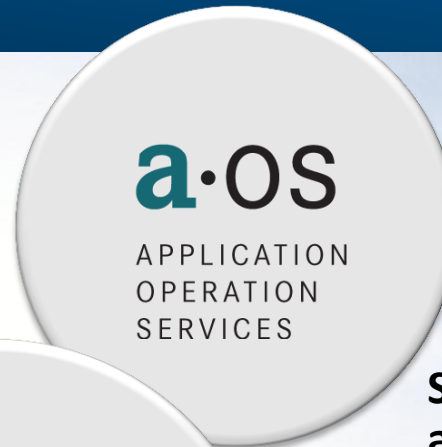
## Solution

- Design and implementation of all core IT systems (SAP, MES, datacenter)
- Full IT operation services
- Financing

# Solution Provided



**Facility  
Platforms as a service**



**SAP implementation  
and operations**



**Workplaces and  
user support  
services**



**IT strategy consulting  
IT processes design**



## Customer Key facts

- A newly established company aiming to become the largest
- Datacenter and application operations services for SAP and other apps
- Workplace operations services for 700 users (planned)

## Benefits

- Ability to setup IT solutions and operations in short time
- Pay as you go model

## Pains

- Set up IT operation in short time
- Limited capability for upfront

## Solution

- Design and implementation of all core IT systems (SAP, MES)



## Customer

- Turist agency with long tradition
- 50 offices around the world
- 229 M€ revenue and 480 employees



## Pains

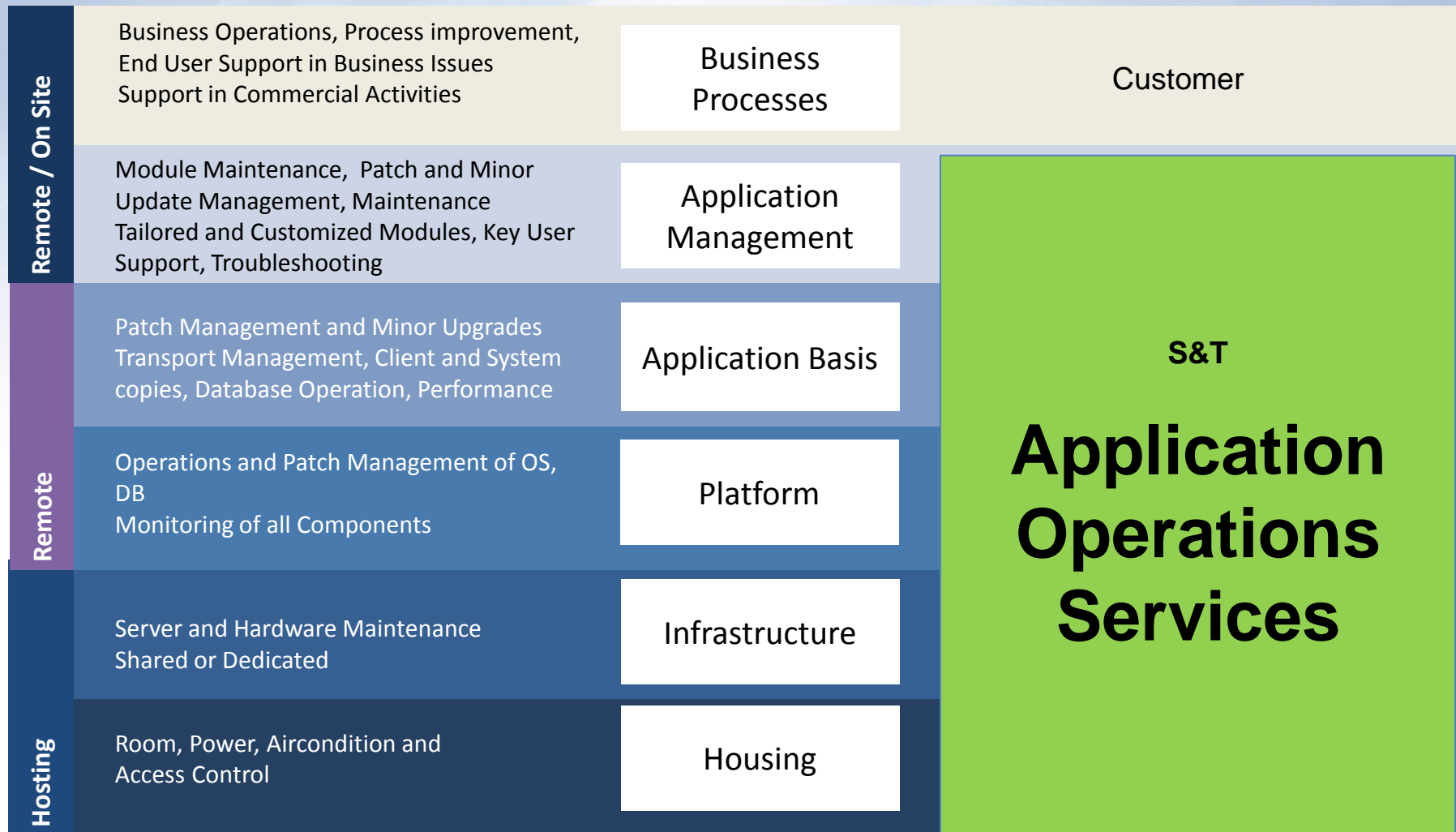
- Application performance
- Need to invest into new datacenter infrastructure
- Migration to new platforms needed



## Solution

- Scalable platform provided as a service
- Application migration and operations guaranteed with SLA

# „Full Service“ in Outsourcing





## Customer Key facts

- Tourist agency with long tradition
- IT platform as a service
- Application operations and support for 600 users in SLO and HR
- 50 offices around the world

## Benefits

- Reduced risk of migration
- No need for upfront investment and lower costs
- Released time of internal IT people for other projects

## Pains

- Application performance

## Solution

- Scalable platform provided as a service