

The clever way to boost the efficiency and quality of IT:

halstrup-walcher secures a modern IT infrastructure and professional service with IT outtasking



»I wanted powerful IT without having to build up the requisite resources. IT outtasking with Freicon and systems from Fujitsu Siemens Computers is an efficient, reliable and flexible solution for us.«

Dipl.-Ing. Jürgen Walcher, owner and managing director of halstrup-walcher GmbH

→ The Customer

halstrup-walcher
GmbH, Kirchzarten/
Germany

www.halstrup-walcher.de

→ The Project

IT consolidation and optimization of IT operations with the goal of not tying up any of the company's resources

→ The Solution

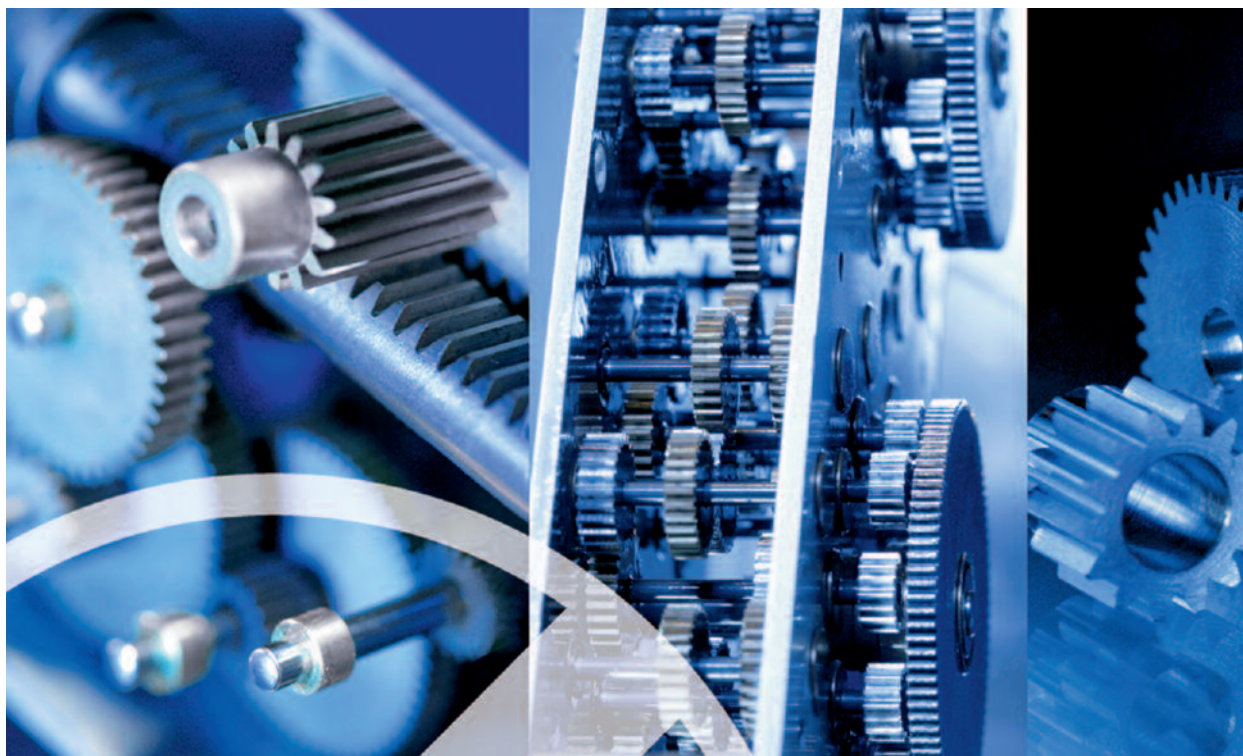
Upgrading and centralization of IT with PRIMERGY industry standard servers and SCENIC PCs

Operation management concept: Freicon AG handles IT outtasking for small and mid-sized enterprises (SMEs)

How can an SME focus on its core competencies and still manage to use cutting-edge IT to provide reliable, flexible support to its business? halstrup-walcher GmbH, a company specializing in mechatronics, found the answer to this with our partner Freicon and their IT outtasking concept that meets the requirements of SMEs. halstrup-walcher has standardized and extensively automated its entire IT and now boasts a state-of-the-art IT infrastructure based on PRIMERGY servers and SCENIC PCs. The IT system is operated by Freicon, however, without any halstrup-walcher manpower, and service level agreements ensure that the quality of service is tailored to actual needs.

The halstrup-walcher Group

halstrup-walcher is a modern industrial company that operates in the fields of precision mechanics and electrical engineering and specializes in mechatronics. In this company group, Walcher Meßtechnik GmbH is responsible for developing products for gear technology, measuring technology and control technology, which are produced and marketed by halstrup-walcher GmbH. With some 100 employees, the company group is geared to variant production and delivers solutions that fulfill specific client requirements, especially for the sectors of mechanical engineering, building system automation, heating, ventilation and air-conditioning technology, laboratory technology and process equipment manufacturing.



Benefits for halstrup-walcher GmbH

- Reliable, high-performance support of business processes – fixed and mobile
- High availability for company data
- Effective protection against viruses and attacks
- High quality of service due to defined Service Levels
- Secure IT operations without any in-house IT staff
- IT systems located in its own office

The project at a glance

- IT outtasking for SMEs handled by Freicon
- Standardization and centralization of IT operations with extensive automatization
- Servers: 5x PRIMERGY mono and dual processor industry standard servers
- Desktops: 40x SCENIC X102
- Software: Includes Microsoft® Exchange Server 2003, EmailXtender, Firewall BenHur II, Interscan Viruswall
- Operating system: Microsoft® Windows Server 2003
- System management: Snag-View

Out: Heterogeneous IT and a do-it-yourself approach

halstrup-walcher GmbH has precise ideas about what its IT must do: support employees quickly and unobtrusively and provide high availability. Up until now, however, this ideal had been far removed from everyday reality. For example, the servers were distributed among the individual departments, there was no uniform method for saving data, various operating systems were deployed in the company, and since there aren't any in-house IT employees, system administration and user support was handled by the employees themselves in addition to their regular work. In a nutshell, there was considerable potential for improvement to strengthen the core business. At halstrup-walcher GmbH, this much was sure: retaining control of the company's IT would also be a priority in the future, but no special personnel or IT expertise should be built up. Freicon offered the right solution, with a modern IT infrastructure and an intelligent operations management concept. IT outtasking.

In: Standardized, high availability IT and professional operation management

Today, halstrup-walcher GmbH has IT that meets all the requirements of a modern company. This includes a seamless, reliable flow of information both within the company and for mobile field representatives, as well as an integrated solution for storing, archiving and backing up data and effective protection against viruses and attacks on the company's network. Our PRIMERGY servers form the backbone of the company's new IT infrastructure, and even in sophisticated

environments they meet all performance and availability requirements at an excellent price-performance ratio.

One way in which Freicon used them was to implement a central e-mail infrastructure with Microsoft® Exchange Server 2003 and EmailXtender that enables fast access to stored e-mails and equally quick e-mail restoration after, say, a virus attack. The new firewall and viruswall ensure that it doesn't even come to that. And with the Neat Suite from TrendMicro, all possible points of entry to the network are protected against viruses. Security, incidentally, was generally high on the list of priorities for the design of the IT infrastructure. For this reason, the newly set-up backup solution also has a central backup server that is located in a separate fire protection area. The field staff is connected to the company network via a secure VPN solution. And the possibility of storing data on the PC workstations has been eliminated. What's more, the customer is assured of professional support for all IT matters. Because Freicon is now completely managing the IT operations, with agreed-upon Service Levels. For example, if a file service goes down, it is agreed that the service will be back up and running within four hours. With Snag-View, Freicon is also utilizing a highly efficient system management solution that proactively monitors all IT infrastructure components. There's no doubt that halstrup-walcher GmbH is reaping the benefits of standardization with state-of-the-art technology combined with professional, external operation management. For almost one year now, IT operations have been running quickly and unobtrusively and with high availability – without in-house IT staff, high fixed costs or pressing questions that distract from the core business.

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