IS4IT Case Study

BLG LOGISTICS GROUP

AT A GLANCE

BLG relies on partnership with IS4IT for the best possible customer service

COMPANY

Company:	BLG LOGISTICS GROUP
Headquarters:	Bremen
Industry:	Logistics
Products and Services:	Automotive, contract and container logistics
Employees:	15,500 (worldwide)
Internet address:	www.blg.de
Founded:	1877

SUMMARY

"Since 2003 we have been responsible for the Berliner Manufaktur für Kommunikationsanlagen (Berlin Manufacturers of Communications Equipment) and for logistic services in the field of production for Nokia Siemens Network (NSN). Part of our service portfolio is assembling and cabling server systems for the telecommunications industry. We like to make use of a high-quality, flexible and reliable partner like IS4IT, because we can make the processes involved in the operations much more efficient. In addition, our service portfolio can be consistently expanded and the support offered further optimized for our customers. Close cooperation characterized by great openness has proven successful and offers us many advantages."

Eike-Kristof Kollhorst, Director Logistics Center

PROJECT GOALS/CHALLENGES

1. Ensure high-quality standards for assembling server racks.
2. Compensate for variations in order volume and short-term provision of additional resources at peak order times.
3. Select a highly competent and flexible partner with which to cooperate in executing production logistics.
4. Extend our own service portfolio.

DECISION FOR IS4IT

1. Many years of experience in assembling hardware.
2. Competent outsourcing partner.
3. Uses its own partnership with hardware vendors.
4. In-depth expertise in employing components used.

SOLUTIONS

As BLG subcontractor, IS4IT Infrastructure takes responsibility for assembling server-rack tele-communications hardware.

1. **Services**
   - **Network cabling**
   - **Configuration**
   - **Software installation**
   - **Firmware up- and downgrades**
   - **Pre-configuration of various server parameters**
   - **Operating system installation**
   - **Test and release of hard- and software**
   - **Fault management**
   - **Quality management**

2. **Components used**
   - **Hardware:**
     1. **Server & Filer**
        a. **Oracle**
        b. **IBM**
        c. **FTS**
        d. **EMC²**
        e. **HP**
        f. **Utimaco**
     2. **Routers**
        a. **Juniper**
        b. **Cisco**
   - **Software:**
     Mobilfunk-Software from Nokia Siemens Networks

BENEFITS

1. Optimum availability of highly trained, specialized staff – without costs incurred for own resources – ensures the best possible service for the customer.
2. High commitment of IS4IT employees and long-term affiliation with the company ensures constant, consistent, top-quality implementation.
3. Thanks to IS4IT's great flexibility, BLG can act extremely compliantly for its own customers at all times.
4. Efficient pricing based on expense- or transaction-based cost calculations and settlement.
5. Due to IS4IT staff's extensive expertise in technical services, BLG can also expand the service portfolio to its customers without needing to invest in its own employees.

PARTNERS INVOLVED

None