

IS4IT Case Study

Klüber Lubrication München KG

IS4IT BUSINESS AREA

IS4IT Managed Services

AT A GLANCE

**More time for what's important:
Klüber relies on IS4IT's Service Desk and Workplace Services**

COMPANY

Company:	Klüber Lubrication München SE & Co. KG
Headquarters:	Munich
Industry:	Industrial Production
Products and Services:	Manufacturer of specialty lubricants
Employees:	1,980 employees in over 30 countries (2012)
Internet address:	www.klueber.de
Founded:	1929

SUMMARY

“Even in IT services you should always decide whether to ‘make-or-buy’ in order to work as cost effectively as possible without sacrificing service quality towards users. Where can one achieve added value with its own employees? What standard tasks can be carried out more economically by external service providers? With IS4IT as partner, we have found a good overall solution.

While Klüber's IT staff focuses on core tasks, IS4IT covers workplace maintenance. All-in-all, this guarantees the ideal support for all IT business processes. By outsourcing various tasks to IS4IT, we have been able to adjust our costs and at the same time we are more flexible when there is a temporary need for greater support.”

Jürgen Elsner, Head of IT

PROJECT GOALS/CHALLENGES

1. Make-or-buy decision for standard tasks like PC maintenance or telephone user support
2. Tender for selection of an experienced service provider with a broad range of skills
3. Outsource routine activities without loss of quality
4. Relieve internal IT staff of tasks that contribute to business value
5. Best possible support for users during operation
6. Seamless internal to external transitions
7. Evaluate service processes with the help of KPI

DECISION FOR IS4IT

1. Most attractive overall package received from the tender
2. Trusting relationship historically developed for more than 6 years
3. Outstanding performance in the service desk area
4. Demonstrated flexibility of IS4IT leaders
5. Acceptance of Klüber Lubrication's IT trainees by IS4IT

SOLUTIONS

IS4IT manages Klüber's IT infrastructure in the areas of:

1. **Service Desk**
 - Operating the Service Desk for Klüber users in Europe
2. **Workplace Services**
 - Incident Management and Support (locally or remotely) for all workplaces (notebook, desktop, input and output devices) for Klüber users in Europe
 - Platform management with software distribution
 - Successive exchange and rollouts about every 3 years
3. **Mobile Devices**
 - Overall management of end devices: BlackBerry, iPhone, iPad
4. **Lotus Notes**
 - Second level support for Notes clients

BENEFITS

1. No employment risk by using an outsourcing partner, capacity adjustments can be made more flexibly.
2. Flat-rate packages per unit and staff provide cost variability and high transparency
3. Demand-driven care for infrastructure; at peak times one can react more flexibly, because additional IS4IT staff can be called into service depending on need
4. By outsourcing routine activities, i. e. "mass business," the company's own employees can focus completely on the value-added contributions of IT

PARTNERS INVOLVED

1. **Manufacturers: Dell, Microsoft**
2. **Intact Compco (DL in MS environment, Windows Server, Active Directory)**