IS4IT Case Study

NOKIA SIEMENS NETWORKS

AT A GLANCE

Nokia Siemens Networks & IS4IT: A team of professional services worldwide

COMPANY

Company:	Nokia Siemens Networks
Department:	Operations – IDS
Industry:	Supply chain for telecommunication solutions
Products and Services:	Provider of hard- and software products and services
	for the telecommunications industry
Internet address:	http://de.nokiasiemensnetworks.com

SUMMARY

"We deliver the world's leading telecommunications suppliers with system solutions and provide the necessary resources for installing, commissioning and integrating in our Integration Center or at the customer's site. For this, we require flexible, highly skilled and certified IT professionals and have found a trustworthy partner in IS4IT, which has supplied us with very reliable and flexible services since 2004. Highly specialized experts with necessary knowledge about servers, controllers and network technology as well as in-depth understanding of telecommunications, support our current projects primarily in product implementation worldwide."

Christian Schewtschenko, Head of Operations – IDS ICO

PROJECT GOALS/CHALLENGES

1. Provide professional services for complex customer projects in the IT hardware environment worldwide.

2. Select a professional service partner which supports Nokia Siemens Networks with flexible experts in implementing these projects worldwide.

3. Define necessary service packages based on project-specific requirements.

4. Conduct services agreed upon for installing, commissioning, and integrating independently in the Berlin Integration Center or at customer's sites.

5. Coordinate network planning and resolve occurring problems independently with Nokia Siemens Networks' interface partners.

DECISION FOR IS4IT

1. Team of highly qualified employees available.

2. Flexibly controllable organizational procedures also with external partners.

3. Fast decision-making within IS4IT.

4. Good partnership cooperation.

5. Uncomplicated and extremely flexible employees.

6. Employees with international assignment experience.

SOLUTIONS

According to Nokia Siemens Networks' specifications, IS4IT independently provides trained and certified employees in the IT environment, such as Oracle (Sun) as Accredited Installation Provider (AIP). From the IT service partner perspective, IS4IT advises Nokia Siemens Networks in defining competencies.

IS4IT provides flexibly for each customer project the necessary services including travel arrangements. IS4IT advises and develops jointly with Nokia Siemens Networks new services, in order to cover new product and business needs.

BENEFITS

1. Service costs have become flexible at Nokia Siemens Networks.

2. Access by Nokia Siemens Networks to additional IT skills due to the IS4IT's broad experience in the IT environment.

3. IS4IT provides accreditation and ongoing qualification of employees.

PARTNERS INVOLVED

- **Oracle**
- **IBM**
- **FTS**
- **EMC²**
- **HP**
- **Juniper**
- **Cisco**