



## Ministry of Defence: Major Managed Services Contract

### The customer

The commissioner of this major project is the Ministry of Defence of the Slovak Republic, represented by the communication department. S&T Slovakia assigned a contract for post-warranty services for around 20,000 pieces of IT equipment.

### The challenge

The Slovak Ministry of Defence's network equals a matrix of independent centres. This amounts to more than 20,000 pieces of post-warranty IT equipment that require ongoing technical support. S&T Slovakia has four service centres with qualified staff and a replacement parts store so that requests from the various subsidiaries and Ministry of Defence departments can receive immediate response and so that on-site support can be provided nationally. Moreover, S&T Slovakia guarantees rigidly agreed prices for services and a wholly transparent process.

### The Project

The managed services contract with the Ministry of Defence became effective in June 2007. Since then, S&T Slovakia's experts are dealing with around 100 repair requests for IT equipment maintained by the Slovak Ministry of De-

fence and for which the manufacturer's warranty has expired. S&T Slovakia services all desktop computers and laptops, LCD and CRT screens, printers, servers, scanners, UPS units, multifunctional applications, minicomputers and microcomputers. Also covered are: hardware repairs, hardware configuration set-up and fine-tuning, replacement of faulty or non-functional hardware parts, hardware installation, preventative maintenance and a replacement parts service.

By using an online service desk system (SolveDirect), employees of the Slovak Ministry of Defence have at hand a tool for quick and easy failure reporting. A user simply logs into the system via a portal and specifies in a simple procedure the type of failure and unit concerned. The request is then transmitted to a central office and is followed by verification of the unit affected and approval of the service request. The customer can follow the request's status online directly within the system.

### Benefit to the customer

- guaranteed response and handling times
- reduces the time needed to process repair jobs
- transparency and monitoring of IT equipment



### S&T Slovakia

S&T Slovakia was founded in 1993 and is today one of the most important suppliers of integrated solutions in the area of information technology in Slovakia. The company provides its customers with IT solutions including needs analysis, strategy development, delivery and implementation of technology, consulting services, training, service and project funding. In 2005, S&T took over Slovak SAP specialist company VARIAS, which focuses on system integration and implementation of SAP R/3 information systems and mySAP Business Suite solutions. S&T currently has around 150 employees in four cities in Slovakia: Bratislava, Zilina, Banska Bystrica and Kosice.

S&T Slovakia belongs to the S&T Group, which, with about 3,000 employees in 22 countries and revenue of EUR 461.3 million in 2006, is the leading provider of IT consulting, IT solutions and IT services for customers in Central and Eastern Europe (CEE) and the D-A-CH region (Germany, Austria and Switzerland).

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