



## voestalpine Information Technology: Managed Desktop Services

### The customer

voestalpine is a leading European processing company with its own steelmaking facilities; the company is located in Austria. voestalpine employs around 23,700 staff in manufacturing and sales bases in 36 countries. The group has investments in more than 260 participant companies. The four divisions of voestalpine – Steel, Railway Systems, Automotive and Profilform – occupy the leading positions in each of their relevant markets.

### The challenge

In order to provide the highest quality and to operate as efficiently as possible, the internal IT of a large company must concentrate fully on its business critical processes, whilst the logistics and management of the IT infrastructure can be outsourced to an IT partner.

### The project

voestalpine has been working together with S&T Austria intensively since 1997. S&T took on the managed desktop services for the group service provider voestalpine Information Technology and is, among other things, responsible for the roll-out, financing, maintenance and supporting of the whole terminal equipment infrastructure. This involves, annually, some 1,500 desktop systems, 500 notebook systems and a large number of peripherals provided, installed and operated under user contracts.

In 2005, the existing contract for the Donawitz in Leoben location was extended. S&T were commissioned to take care of the 1,000 PC systems. In 2006, following supplier evaluation, S&T was acknowledged as a “Class A” supplier.

S&T is currently operating some 6,000 client systems and 300 server systems for voestalpine, with service level agreements for all systems having guaranteed recovery and stand-by times round the clock (24/7). In addition, S&T is responsible for the provision and commissioning of the Intel server system.

### Benefit to the customer

- transparent, plannable costs
- uniform, standardised end-user equipment
- concentration on core business
- measurable quality for IT processes
- flexibility and optimal support for client business
- reduced operating costs



### S&T DACH

With around 800 employees, S&T DACH is one of the largest providers of IT consulting, solutions and services in German-speaking Europe. Bringing S&T Austria together with German, Austrian and Swiss sections of the former IMG concern, which was taken over by S&T in early 2007, to form a single organization bundles the strengths of both parts of the company. S&T DACH is targeting upper mid-sized customers in Germany, Austria and Switzerland, presenting itself as a one-stop IT shop. From management consulting and the optimization of sector-specific business processes based mainly on SAP through to operation and infrastructure optimization, S&T DACH covers the whole spectrum of IT services. S&T DACH is a part of the S&T Group, which, with around 3,100 employees in 22 countries and annual sales in 2007 of 522,2 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.

Vienna - Linz - Salzburg - Innsbruck - Graz - Klagenfurt

Head Office: Geiselbergstraße 17-19, A-1110 Vienna, Phone: +43 1 801 91 1, Fax: +43 1 801 91 1290, E-Mail: kontakt@snt.at