



# Mondi Frantschach GmbH: S&T assumes responsibility for Helpdesk Support

## The customer

Mondi is a globally active paper and packaging group. The group focuses primarily on the manufacture of packaging materials and products, as well as uncoated fine paper. Mondi is a fully integrated business, active in all areas of paper and packaging manufacturing – from timber production, creation of pulp (including recycled materials) and paper to the processing of packaging paper for corrugated packaging and industrial sacks. In the area of flexible packaging, Mondi focuses on the production of release liners, extrusion coatings and flexible packaging solutions for consumer products. Mondi has production facilities in 35 countries and in 2007 employed approximately 35,000 people. In Austria, Mondi has approximately 3,000 staff and manufacturing is based at four paper and six packaging production facilities.

## The challenge

As an IT partner that has already successfully overseen the installation of two generations of server environments (most recently a VMware cluster) at Mondi Frantschach, S&T has been assigned the task of managing the 1st and 2nd Level Helpdesk for the client and network IT environment as well as the 2nd Level Support for the server environment, catering for around 200 users in Frantschach.

## The project

Established on the basis of defined and measurable Service Level Agreements (SLA), the S&T helpdesk provides a remote management solution for support enquiries and is at the same time responsible for managing the local S&T technicians. S&T, in close consultation with the IT management at Mondi Frantschach, has thus established a Single Point of Contact for all client, server and network needs and also provides important know-how in the areas of virus protection, network monitoring, backup, patch management and special server issues (e.g. virtualization).

## Benefit to the customer

- excellent cost-benefit ratio
- high quality support
- Single Point of Contact for all needs



“In S&T we have found a reliable partner for the provision of support for PC workstations, the network and the server environment. The quality of support is excellent and we achieve an excellent cost-benefit ratio.”

Erich Kogler, IT Manager at Mondi Frantschach

## S&T D-A-CH

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.