



NEW OLD PARTNER FOR CATIA OPERATION AT MANN+HUMMEL

Management by CENIT ensures constant global availability of CAD systems

Good business practice dictates that from time to time you should review your existing partnerships – no matter how successful they may be – and subject them to a critical market comparison. If the old partner should then turn out to also be the new one, it doesn't just make both sides happy, it also confirms that they've indeed made the right decision. This is how things went with the partnership between auto supplier MANN+HUMMEL and the PLM experts from CENIT.

► HIGH EXPECTATIONS

MANN+HUMMEL is a development partner and series supplier for the international automotive and mechanical engineering industry. The enterprise group's product portfolio includes air filter systems, suction systems, liquid filter systems, passenger compartment air filters and synthetic cylinder head covers, all produced in a tightly integrated relationship with the auto industry.

Such close collaboration, which sometimes extends all the way into the design department, requires constant informa-

tion exchanges between business partner and supplier, and it places high demands on the availability levels of the CAX systems along with all their settings and parameters. That's why the operation of the development tool has been part and parcel of MANN+HUMMEL's sourcing strategy for years. It's also why the company decided to outtask the job to external experts.

MANN+HUMMEL's Werner Steidle. Under the AMS approach, the entire infrastructure, including all licenses and data, remains in-house and available for direct access by the owner. That means that if the customer should at some point decide to switch to a different service provider or wish to revert to in-house management, the change can be managed without undue effort.

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**Werner Steidle
Head, Virtual Product Development**

► 99.5% CATIA AVAILABILITY

MANN+HUMMEL first opted to assign responsibility for this important task field to an external specialist in 1998. In the 2010 review, the successful software and consulting provider CENIT managed to win out against strong competition, just as it did in the selection processes of 1998 and 2006. “The folks from Stuttgart convinced us with their profound CATIA expertise and their sophisticated support concept, called ‘Application Management Services’ (AMS)”, explains

CENIT is responsible for maintaining at least 99.5 per cent availability of all relevant CATIA systems, as well as the supplementary applications and servers. A number of other important support duties were also transferred to CENIT's sphere of responsibility. An example: To allow the MANN+HUMMEL engineers to concentrate fully on their creative tasks, CENIT handles the time-intensive customization of all systems in line with the OEMs' project-specific requirements. This ensures constant availability of all the environment parameters and modules



99,5% CONSTANT CATIA AVAILABILITY

(including the required licenses) that the users need to fulfill their specific tasks. By optimally combining on-site services and back-office components managed by CENIT's central service center in Stuttgart, the partners also achieved excellent accessibility of the service desk – a service desk highly appreciated by MANN+HUMMEL staff for its wide-ranging technical competency.

► SUCCESS THANKS TO APPLICATION MANAGEMENT

Even though MANN+HUMMEL's experiences over the course of more than a decade of cooperation had been consistently positive, the auto supplier felt it was important that CENIT's services be put to the test once again. Central purchasing thus again conducted a full call for tenders.

As in previous years, the best provider was selected by way of a benchmarking procedure. In addition to quantifiable aspects, various qualitative considerations played a major role in the process. The call for tenders also required an efficient and proven concept for servicing the growing number of CATIA workstations, including the management of the respective OEM environments.

At the conclusion of the selection procedure, CENIT again placed first in a strong field of competitors. One consideration that helped tip the scales in CENIT's favor was the AMS service concept oriented on the IT Infrastructure Library (ITIL), which relies on the use of software tools. This approach permits a continual optimization of the support process e.g. via a dedicated knowledge database – CENIT's software FOOTPRINTS for incident, change and reporting management – as well as via the comfortable user and

administrator console FLEXPLUS, also developed by CENIT.

► FEWER MISTAKES, SHORTER REACTION TIMES

"Thanks to those assets, CENIT was able to significantly reduce the support resources they need to deploy, which in turn reduced support costs per workstation. So CENIT managed to keep total costs for MANN+HUMMEL constant – despite a growing number of users," says a satisfied Werner Steidle. He adds: "By taking the right preventive measures, we were also able to continue reducing the total number of incidents". And not

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only that: Problem resolution times were likewise reduced appreciably. Based on these successes, CENIT was able to again present a package offer that swayed MANN+HUMMEL's favor against the competition.

"The selection process was absolutely open-ended and oriented on developing requirements. In the end, the best offer won through – and that was definitely the one from CENIT. Of course we are happy that the old partner turns out to be the new one too. So we don't just have a good feeling about it, we also know that we chose a partner who can stand up to any market comparison", says Werner Steidle, responsible Project Manager

at MANN+HUMMEL. "It's a perfect combination of continuity and adaptability to changing framework conditions. We remain highly satisfied with CENIT's performance." So satisfied, in fact, that CENIT's service concept has been introduced at all MANN+HUMMEL locations worldwide.

► ABOUT MANN+HUMMEL

The MANN+HUMMEL Group was established in 1941 in Ludwigsburg. In the field of automotive OEM parts, MANN+HUMMEL produces and markets filter and suction systems as well as other components for the auto industry.

Werner Steidle
Head, Virtual Product Development

Via its MANN FILTER brand, the Group also supplies the parts market with OEM-quality filter elements. For general industry applications, the enterprise also develops and supplies industrial filters and filtration systems for the mechanical engineering sector as well as devices and systems for materials handling in plastics manufacturing.

With 41 locations around the world and around 11,800 employees, MANN+HUMMEL is a major player in the auto supplier world. In 2009, the enterprise posted sales of 1.67 billion Euro.



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