

SVELTE PROCESSES

SaarGummi International relies on application management by CENIT to slim down IT Processes

Efficient, cost-oriented and lean – that’s how SaarGummi likes to see its internal processes. After all, that’s in line with the company’s guiding motto, “process innovation with a vision”. And so the company, an all-round provider of gaskets and molded articles for the auto industry, now has super-lean IT processes running its product development. One could even call them svelte – thanks to application management by CENIT.

► **ALWAYS AVAILABLE: CATIA AND ENOVIA**

A basic prerequisite for economical process innovation is constant high availability of IT systems along with all necessary settings and parameters. To guarantee this availability, SaarGummi was looking to outsource the business-critical IT operations of its CAD/CAE/PDM/DMS environment to an external

specialist. CENIT came in first among reputable competitors in the selection process, having convinced SaarGummi with its tried and proven customer care concept, “Application Management Services”, or AMS.

In 2008, the operation of the CATIA and ENOVIA SmarTeam environment, as well as the document management system d.3 were the first systems to be transferred from d.velop to CENIT. This transfer covers full responsibility for the continued availability of these systems.

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Stefan Harig
Sector Head of Product Development & Development Systems

For SaarGummi, this meant doing the splits between its strategic orientation on the one hand and a potential loss of know-how and overall control on the other. The company handles this conflict by relying on clear-cut service level agreements (SLAs) coupled with appropriate control mechanisms as well as clear reporting and escalation paths. “Thanks to the governance structures we now have in place with CENIT, along with the regular personal exchanges, we can even speak of a new quality of control”, says a satisfied Stefan Harig, Sector Head of Product Development & Development Systems.

► **ALL-ROUND PACKAGE BY CENIT**

Aside from the specific SaarGummi settings, a total of six OEM environments need to be managed for development and manufacturing. CENIT’s experts provide the application management services based on processes described in the Information Technology Infrastructure Library (ITIL). For all systems serviced by CENIT, the principle is that all hardware and software remain on SaarGummi’s premises and are operated from there. “This comprehensive, all-round customer care guarantees us a short-term resolu-

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tion of problems or system failures", says Stefan Harig in explaining the chosen strategy: "The CENIT Service completely relieves us of the very time-intensive configuration, change and release management. User queries are always answered quickly and competently. These are all important factors that let us focus fully on our core competency", says a happy Harig. CENIT organizes the service management via its own ticket system, which continually keeps the users up to date by way of automatic status information via email. A parallel service portal provides maximum transparency and acts as a simple, central reporting system. A detailed logbook that registers all incidents and their resolution offers remarkable potential for optimizing the IT infrastructure, processes and user know-how. It also achieves a sustained reduction of bugs and their causes.

► GREATER EFFICIENCY AND SECURITY

In order to further enhance the user comfort, CENIT is managing the startup and systems administration via its own FLEXPLUS framework for the duration of the contract. The "Application Launcher" contained in FLEXPLUS permits an extremely rapid startup of all applications managed by CENIT within a defined environment. A flexible access and authorization management for the systems operates at different levels, from single users or user groups to multi-tiered group affiliations. "CENIT's process-oriented service concept, together with a tool set that's perfect for our purposes, guarantees efficient operations at SaarGummi", says Harig. "We wouldn't have been able to achieve that with our

own resources. "During the course of 2009, the partners were also able to achieve greater efficiency and security in application operations by consolidating the storage systems and automating the backup solution. The distributed Windows and UNIX RAID systems were shifted to a central NAS system. At the same time, a link was created to a central backup solution. SaarGummi now profits from demonstrably lower malfunction levels and reduced down times. Recovery times were cut back significantly: 1.1 TB can be restored now within 15 instead of 44 hours. This increased operational security is achieved via automated backups.

responding to complex user queries in the CATIA and ENOVIA SmarTeam environment", concludes Harig.

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► CENIT AS A SINGLE POINT OF CONTACT

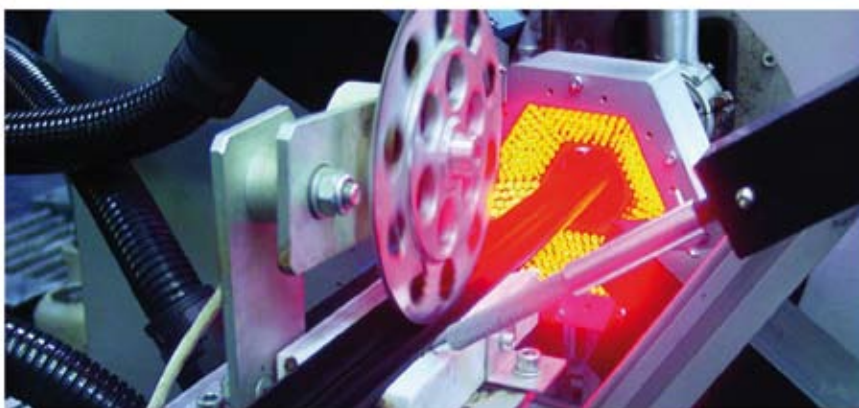
2009 also saw a shift to CENIT's Dassault Systèmes Value Added Reseller (VAR) model and the associated transfer of the approx. 60 CATIA/ENOVIA SmarTeam licenses. This led to further benefits, such as free use of the user hotline for the two product lifecycle management (PLM) systems, or the quarterly billing scheme.

"CENIT turned out to be just the right single point of contact for us, both in terms of the IT infrastructure and in

► ABOUT SAARGUMMI

With approx. 3,500 employees at 14 production locations in 10 countries around the world, SaarGummi generates sales of 380 m EUR (2009). SaarGummi is one of the world's leading suppliers of gaskets and molded articles for the auto industry. The customer portfolio contains all major auto makers such as BMW, Daimler, Ford, General Motors and VW Group.

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