

HIGH-POWER IT AND CAD INFRASTRUCTURE FROM DAY ONE

Engineering service provider Ventcon concentrates on its core competencies – CENIT deals with IT operations.

In early 2008, 10 designers in Fulda had just founded Ventcon GmbH and were chafing at the bit to tackle their first contract. The young company boasted top-notch engineering expertise in the fields of planning, development and robot simulation for manufacturing-industry clients from a wide range of sectors. Since Ventcon was duty-bound to go productive immediately after its establishment, the start-up decided against developing its own IT resources. Another decisive argument in favor of an external solution was Ventcon's desire for an all-inclusive, modern and, most importantly, reliable IT landscape. The company thus invited tenders for outsourcing the full range of IT services to a service provider. Matthias Bug, responsible for Project Management, IT Management, Sales and Training at Ventcon, describes the start-up challenges like this: "Within just a week, the entire IT and CAD infrastructure had to be up and running. For both

cost and time reasons, a longish test phase was simply out of the question." Bug continues: "After in-depth evaluation, our choice fell on CENIT because they looked like a partner with ideal qualifications for our strict demands."

► THE IMPLEMENTATION PROJECT

To be able to deliver the above-mentioned, very first and thus very important customer project in the fledgling company's

hardware for running these mostly high-demand computing applications. For the CAD workstations as well as various CAD laptops and Office PCs, five servers – two of them virtual – now reliably provide the required services. An FTP server acts as a data exchange platform, and a backup server was installed to handle long-term archiving.

"The lightning-fast implementation went off almost without a hitch," summarizes Matthias Bug, "and that gave us the

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IT Management, Vertrieb und Ausbildung

history, the entire IT and CAD landscape had to be ready to roll as soon as humanly possible. CAD systems from various manufacturers – 20 CATIA licenses among them – had to be installed. In addition, special process modeling and simulation applications as well as the entire MS Office world had to be implemented.

CENIT's IT specialists advised Ventcon in selecting and optimally deploying

necessary trust to commit more deeply to CENIT. We were highly satisfied with the six-month trial phase and thus quickly arrived at the decision to keep relying on CENIT's Application Management Services concept."

► CONTENT OF THE IT SERVICE PARTNERSHIP

Since that time, CENIT has held full

VENTCON – ENGINEERING SERVICES PROVIDER

responsibility for managing Ventcon's IT and CAD infrastructure. In addition to all basic hard- and software installations, this also covers program updating, including installation and/or customization of OEM supplier environments. Data backup services are another important component of the agreement.

Furthermore, the Service Level Agreement specifies that Ventcon no longer has to coordinate the work of other existing IT service providers. Here too, CENIT assumes business-critical duties such as extending license rights. However, all licenses remain under Ventcon ownership at all times, so that nothing changes in the contractual relationships between Ventcon and its software and/or hardware suppliers. CENIT only assumes coordination duties, and reliably so.

Other outsourcing issues were user administration and change management – i.e. the adaptation of the IT landscape to changes in Ventcon's internal processes or organizational structures.

CENIT's role as Value Added Reseller (VAR) for all products by the French PLM provider Dassault has been highly beneficial to Ventcom in terms of extended user support. Calls are prioritized by urgency and resolved within clearly defined reaction times. Due to the strong systems stability at Ventcon, however, almost all calls are assigned "normal" priority. These are processed and resolved within a three-hour period. In this respect, both sides appreciate the personal and professional contacts that have grown between Ventcon and CENIT staff. And Ventcon's engineering specialists are particularly happy about the guaranteed 99-percent availability of the main CAD

application CATIA.

Ventcon automatically receives information on all CENIT activities and their results. Detailed records of all events are logged in a database and numerous preventive measures have been implemented. This offers considerable potential for improving service quality, as does early-stage planning of upcoming tasks to avoid choke points. All queries are channeled through a single point of contact and managed via a trouble ticket system.

"It's a great help to us that CENIT stays absolutely focused on problem-solving and availability. Any work that requires systems downtime, such as rebooting a server, is conducted during off hours." No wonder, therefore, that Ventcon is all

cy", explains Matthias Bug. "What really sets our cooperation apart is CENIT's great transparency in call processing, just as in all other matters."

► ABOUT VENTCON GMBH

The engineering services provider was established in early 2008 in Fulda with an initial staff of 10. Ventcon's deep, market-acclaimed competencies lie in the planning, design and robot simulation of automotive assembly plants and general mechanical engineering facilities. Just a short while after the company was founded, the team was swamped by incoming queries from a wide range of sectors such as automotive, rail, aerospace and shipbuilding, defense technology, mechanical engineering and plant construction.

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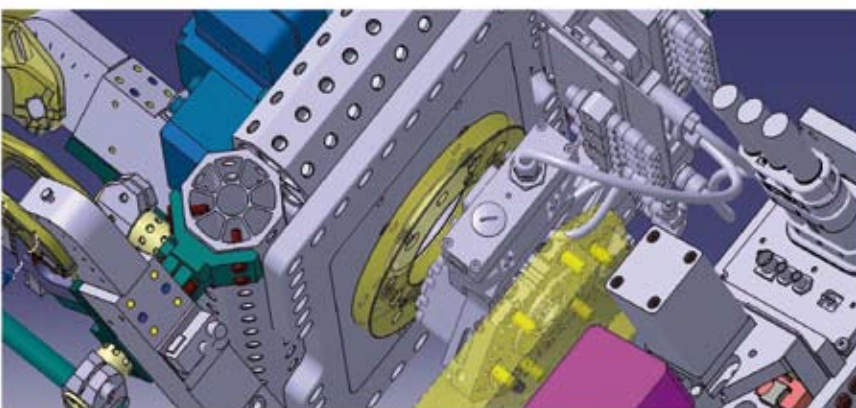
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smiles about CENIT's Application Management Services concept. And that's why there were no second thoughts about extending the cooperation beyond the six-month trial phase. Ventcon's team can continue devoting itself fully to its core engineering competencies rather than having to expend its energies on building own IT resources. The available capacities are flexibly adapted to the situation on the ground. Short-notice reactions are possible even when requirements change quickly.

"What's absolutely essential for the survival of a small enterprise like ours – apart from dependable, professional management of our IT systems – is budget discipline and maximum cost transparen-

Today, Ventcon GmbH has almost tripled its competency team to be able to keep providing its clients with end-to-end engineering process chains, from planning to design to plant simulation.

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