

PERFORMANCE TUNING THANKS TO NEXTGEN AMS AND REMOTE ADMINISTRATION



Following a successful ERP implementation, we are delighted to continue our cooperation with itelligence* in the area of Managed Services. Handing over responsibility for recurring routine tasks allows us to fully concentrate our resources on other activities.

Jörg Lange, Head of IT, Elektror airsystems gmbh



Challenges

- Complex application portfolio requiring specialized know-how of an IT service provider
- Growing variety of activities means that routine tasks have to be outsourced in order to relieve the burden on employees



Solutions

- Application Management Services (AMS)
- Remote Administration – Systems maintained remotely by us



Benefits

- Reliable system operation including maintenance
- Experts with in-depth SAP expertise
- Continuous system monitoring
- On-demand model for maximum flexibility
- Projectable costs and savings
- High-performing business processes
- Capacity freed up for strategic matters
- Scalable support contingent to head off increased change requirements



Why NTT DATA Business Solutions?

- Successful SAP ERP implementation project in the past
- Managed Service Provider with extensive expertise
- IT specialists with country-specific know-how



Company: Elektror airsystems gmbh

Industry: Mechanical and plant engineering

Products: Manufacture of industrial fans and side channel blowers and specialist air technology solutions

Employees (2020) Around 450 worldwide

Revenue (2018): MEUR 47.79 (Elektror airsystems gmbh, Ostfildern)

Headquarters: Ostfildern, Germany

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



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Resource bottlenecks successfully headed off by Application Support

Elektror – An Expert for Air Technology

With decades of experience in the air technology industry, Elektror is a world-leading manufacturer of industrial fans and side channel blowers. Its broad product range extends from centrifugal and axial fans to conveying blowers. Customized solutions and professional advice are the secrets of the company's success. Today, Elektror has around 450 employees in nine countries: Germany, Poland, China, Benelux, Austria, France, Switzerland, Denmark and Italy. The use of valuable materials like cast aluminum and steel allows the company's high-quality products to be used in a wide range of air handling applications, and hence a large number of industries.

NextGen AMS – Fresh Impetus for IT

A company's business success is based on high-performance applications that are optimally integrated along the value chain. But what is the relevance of Application Management Services in the age of digitalization? Companies are increasingly faced with the challenge of rethinking their IT sourcing strategies, and Elektror is no exception. It has been enjoying the benefits of scalable NTT DATA Business Solutions AMS since 2018. The growing complexity of its application portfolio means it would be almost impossible for the company to ensure reliable 24/7 Application Management in-house and without specialist expertise. Agile Managed Services is the key. In this context, our AMS gives Elektror the space for new projects so that the IT team can concentrate on the company's core business. With this strategy, Elektror is laying the foundations for its long-term growth and handing over responsibility for operational and maintenance tasks to us. That is what we call teamwork. As well as relieving the burden on employees, Application Management Services make it possible to leverage economies of scale. The flexible support package heads off resource bottlenecks and enables significant time savings. Skilled IT experts are available for implementation and support right through to



Application Enhancement. Working in close cooperation, SAP ERP was also taken live and SAP Engineering Control Center was connected. A number of SAP modules are now managed by our AMS-Team from Germany, while Elektror also benefits from country-specific know-how of the IT specialists from Poland. In cooperation with local contacts various SAP modules, including FI, CO, MM, SD, PP and QM, have been successfully rolled out at the company's site in Poland.

New Sourcing Strategy for the Innovations of Tomorrow – Remote Administration

The steadily growing trend toward digitalization also requires a sophisticated sourcing strategy for server operation. To achieve this, Elektror has opted for Remote Administration by us. This means the company keeps its IT hardware in-house, but transfers responsibility for tasks like system maintenance and monitoring to NTT DATA Business Solutions' managed service specialists. The benefits for Elektror are evident: The on-demand model provides scalable services at projectable costs, giving it maximum flexibility and allowing it to press ahead with its digitalization. This business model is particularly suited to largely standardized tasks that can be easily transferred to a service provider. A sophisticated sourcing strategy!

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