

# FAST BUSINESS PROCESSES THANKS TO NEXTGEN AMS



An IT service team that acts agile, reliable and professional. These were the qualities we were looking for when choosing our IT service provider – and these were the qualities we found in itelligence\*. Thanks to the NextGen Application Management Services, we now can safeguard our application operations and ensure high system performance in our day-to-day business.

Thorsten Saleh, Head of IT, Organization and Systems / Back Office, Kamps GmbH



## Challenges

- Growing flexibility demands require IT business activities to be transferred to a qualified partner
- Need of immediate support with the rectification of unforeseeable IT problems



## Solutions

- NextGen Application Management Services (AMS)
- Maintenance



## Benefits

- Relieves employees of routine IT tasks to fully focus on strategical tasks
- High availability of AMS consultants and strictly defined response times to service requests
- Greatly simplified implementation process
- Close coordination thanks to regular service calls
- Rapid handling of incidents and swift implementation of changes
- Flexible support model



## Why NTT DATA Business Solutions?

- ISO and ITIL compliant service processes
- Qualified support of SAP® applications across the entire lifecycle
- Highly competent team of experts with industry experience



**Company:** Kamps GmbH  
**Industry:** Consumer goods (Food)  
**Products:** Production and sale of baked goods  
**Employees:** > 3.800 (2020)  
**Franchise Partners:** 270 (2020)  
**Sales:** approx. MEUR 226 (2019)  
**Headquarters:** Schwalmatal, Germany

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

NTT DATA Business Solutions



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## Application Support since 2019

### Quality you can taste.

In Düsseldorf in 1982, Kamps opened its first bakery and to this day is setting new standards in the baking trade. Now, with around 400 locations throughout Germany, the company produces baked goods of the high quality that customers expect from Kamps. Around 270 franchise partners and more than 3,400 employees in the bakeries do their best, day in and day out, to make the world that little bit more tasty. As part of GROUPE LE DUFF, Kamps GmbH belongs to one of the world's biggest concerns specializing in café and bakery concepts and firmly believes that the outstanding quality of its baked goods is right there in the taste. And the proof of the pudding, as they say, is in the company's success. Germany's most famous bakery is in contact with more than six million customers every month. But when it comes to IT, Kamps attaches great importance to quality as well.

### IT Performance you can see.

Companies are increasingly confronted with the challenges of digitalization. Innovation cycles are becoming shorter, new sales channels are opening up, business processes have to be highly stable even under very high workloads and capable of handling seasonal production peaks. To handle these and other challenges, you need the right IT services and support models. And that's why Kamps has made NTT DATA Business Solutions its partner of choice. The company is not just a conventional IT service provider, more a strategic partner that knows the latest technologies, understands the market and ensures ongoing IT operations. In 2019, we assumed responsibility for Kamps' IT processes in the form of NextGen Application Management Services (AMS). Proactive application support, end-to-end system monitoring and a flexible support model ensure that Kamps benefits from outstanding performance and security within daily business.



### Availability you can feel.

The customer care team from our Service Desk is reachable for Kamps during the agreed service times as the first point of contact in case of support requirements. Every notification that arrives in the service portal is first checked to ensure that all the necessary information has been provided, before being prioritized and categorized and then forwarded to the assigned support team for further processing. In predefined response times and depending on priority, the IT experts rectify unforeseeable incidents, implement change requests and prepare roadmaps for the future. For Germany's most well-known bakery, this frees up capacity for strategic IT matters and means more time to focus on innovative digitalization projects.

### A future you can see.

A structured workflow ensured a seamless transition to NTT DATA Business Solutions Application Management Services and kept the duration of the transition to a minimum. The upstream transition phase was like a gateway for the AMS organization to prepare for the delivery of services to customers, allowing our experts to adjust effectively to the new partnership, put themselves in the customers' shoes and familiarize themselves with all the systems and processes. Regular service calls also create maximum transparency for everyone involved and ensure the smooth running of the system landscape. By profiting from the ITIL and ISO compliant service AMS processes, Kamps not only wants to stabilize but also continuously develop its SAP-based business processes. This ensures the perfect balance between business operations, strategy, innovation and transformation.

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