

# MANAGED CLOUD & AMS – MORE FREEDOM FOR STRATEGICAL IT INNOVATIONS



Heightened customer focus, clear brand positioning and the right approach to innovative IT issues – this is how we position ourselves in a dynamic market environment. With itelligence\* AMS and Managed Cloud Services, we have now been benefiting from our successful partnership for more than 10 years.

Torsten Gaul, Departmental Head of IT Business Processes and Inside Sales, Leifheit AG



## Challenges

- Support requirements for complex SAP® applications
- Identifying and eliminating uncertainties as early as the planning phase of SAP projects
- Providing support in the implementation of innovative SAP solutions
- Knowledge transfer between Leifheit and NTT DATA Business Solutions AMS (Transition)



## Solutions

- Managed Cloud Services (Hosting) since 2009
- Application Management Services (AMS) since 2011
- NTT DATA Business Solutions it.x-press<sup>ADD</sup> shipping solution



## Benefits

- More free, dedicated capacities thanks to transfer of IT-Business tasks
- Launching, maintaining and further development of SAP applications
- Guaranteeing high system availability
- Setting up a uniform system landscape with servicing and maintenance



## Why NTT DATA Business Solutions?

- Successful completion of the SAP implementation project as the basis for further professional supervision by NTT DATA Business Solutions
- Long-standing, successful partnership with individual contact people
- Tailored, customer-specific range of services



**Company:** Leifheit AG

**Industry:** Consumer goods (non-food)

**Products:** Leading supplier of household goods under well-known brand names such as Leifheit and Soehnle

**Number of employees:** 1,100 (2018)

**Turnover:** EUR 234 million (2018)

**Headquarters:** Nassau, Germany

**Website:** [www.leifheit-group.com](http://www.leifheit-group.com)

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

NTT DATA Business Solutions



**NTT DATA**  
Trusted Global Innovator



**15 branches worldwide**



### **Leifheit AG as a Leading Supplier of Household Goods – That’s Housework Today**

In keeping with the motto “How housework’s done today” Leifheit leaves no customer wish unsatisfied in its capacity as one of the leading experts in the household goods sector. With solutions that make everyday life easier, Leifheit supplies both the domestic and the international market. As such, more than 80 countries benefit from the wide product range, which includes everything from rotary clothes dryers and ironing boards to kitchen aids. Top-class workmanship and high consumer benefit are the outstanding features of Leifheit’s products. Around 1,000 employees in the entire Leifheit Group take care of customers’ needs at 15 sites. In order to guarantee the product supply across the globe, ensuring stable IT is a strategically important maneuver, one that NTT DATA Business Solutions is only too happy to support.

### **Managed Cloud and AMS by NTT DATA Business Solutions – That’s How IT Is Done Today**

The increasingly dynamic market in light of the digital transformation requires constantly new innovations, including in the IT sector. Terms such as “SAP S/4HANA®” are often thrown around. The result is absolute confusion – and companies are frequently overburdened. The term “Managed Cloud” stopped being a merely buzzword long ago and is of increasing interest to companies in their strategic alignment. In order to manage the complexity of business processes as well as possible and to guarantee system performance, Leifheit relies on the NTT DATA Business Solutions Managed Cloud and Application Management Services. As such, the supplier of household goods benefits not only from reliable SAP operation in our high-performance IT data centers, but also from rapid SAP support.

### **60 Years of Leifheit, 30 Years of NTT DATA Business Solutions, 10 Years as Partners – That’s Teamwork**

2019 marks several important occasions. A total of 60 years of quality standards and innovative ideas “made in Germany” as well as 30 years of our high quality IT services are a reason to celebrate. Leifheit has relied on secure SAP operation by the company since 2009 and can thus look back on a long partnership history – 10 years as a successful team. In the future as well, Leifheit will be able to rely on the ISO- and ITML-certified AMS and Managed Cloud Service processes. The agile Service Management allows Leifheit to react to changing SAP requirements flexibly. This ensures the right “flow.” Potential risks are reduced to a minimum and productivity and transparency is increasing.

### **Always One Step Ahead of the Competition – That’s the Future Today**

With it.x-press<sup>ADD</sup>, Leifheit benefits from accelerated storage and shipment processes in order to guarantee an optimum supply of products to customers. Sustainable processes, in the environment as well, are the key to success. Drying clothes outside in the fresh air with the help of Leifheit products and cooling down our IT data centers have more in common than people think: A careful, energy-efficient handling of resources. Green IT has been a focal point at NTT DATA Business Solutions for a long time now, which is why the highly efficient, environmentally friendly adiabatic technology is used to cool down the server rooms. As such, Leifheit can rely on an environmentally conscious partner and continue to remain true to its values.

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