

A STABLE FOUNDATION FOR THE FUTURE – BUILDING ON MANAGED CLOUD SERVICES



NTT DATA Business Solutions is a reliable partner. We noticed that right at the beginning of our cooperation in 2020. In the meantime, the IT experts have been able to resolve all manner of requests. We're pleased to have been able to find such a highly competent partner for our SAP matters.

Dietmar Auferkorte, Director | digITalisation, PATRIZIA SE



Challenges

- Provider and platform change
- Need for stable business operations and high-performance business processes
- Need for secure system infrastructure



Solutions

- Managed Cloud Services – reliable application management in the private cloud of NTT DATA Business Solutions (NTT DATA)
- ITSM ticket system integration with the customer portal



Benefits

- Safeguarded high system availability
- Automated and proactive exchange of service requests requiring resolution
- Secure infrastructure for system operation
- ISO and ITIL-compliant service processes
- Relief for employees through clearly defined service processes and spare capacities for strategic issues



Why NTT DATA Business Solutions?

- Structured approach, from scoping through product design to implementation
- Flexibility and IT expertise with customer-oriented solutions
- Impressive cost/performance ratio of NTT DATA Business Solutions



Industry: Real estate and infrastructure

Products: Global provider of investments in real estate and infrastructure

Employees: approx. 800 (2021)

Assets under management: approx. EUR 48 billion (2021)

Headquarters: Augsburg, Germany

Website: www.patrizia.ag



Proactive exchange of service requests

Transformation and progress

True to the motto “business is local”, Patrizia is an international investment manager for real estate and infrastructure for institutional, semi-professional, and private investors. The company operates across national borders, and Patrizia monitors a wide range of different markets and is always looking for new properties to add to its portfolio. The company uses its local presence as a strategic advantage for local investments and early identification of market developments. Its investments in IT also need to be carefully considered. Looking at the developments in this environment, it’s easy to see a trend towards outsourcing, something that Patrizia has long recognised and used.

The decision to opt for the private cloud

Choosing the right cloud solution from a range of suppliers and service models is never an easy task. Each version, with its various manifestations and price models, offers both opportunity and challenge. Used in the right way, cloud infrastructures can both drive innovation and make companies more capable of reacting in the event of unforeseen events. In this regard, Patrizia decided, back in 2020, to opt for the Managed Private Cloud from NTT DATA, thus initiating the transition of the system landscape from the investment manager’s previous service provider. With the Managed Cloud Services offered by NTT DATA, Patrizia can take advantage of both a secure system environment and high-performance business processes and help to take the strain off its IT. As a NextGen IT service provider, NTT DATA acts as something of a survival guide for the cloud universe. Its experts guide, advise, and support Patrizia in adapting new technologies and exploiting their full potential. This helps to safeguard future-proof business processes.

Integration for perfect coordination

Another decision driver for the managed cloud was the fluctuating need to storage and computing capacity, which can now be cushioned quickly thanks to scalable services

and flexible support. Patrizia’s desire for greater agility and performance and reduced risk has thus become a reality. The additional IT Service Management integration of Patrizia’s ticketing software into the customer portal of NTT DATA is another obvious benefit. Now, if employees encounter something that interrupts their workflow, they can seamlessly forward their concerns to the support team. Requests are then categorized and prioritized before being assigned to a specialist, so that troubleshooting can be started as quickly as possible.

From relief to continued development

A significant advantage is also the comparably low investment costs. By using the systems of NTT DATA’s high-performance data centers, there is no need to purchase hardware, and Patrizia can benefit from both cost savings and reduced capital commitment. The IT services support not only system operation, but realisation of a sophisticated cloud strategy as well as the efficient deployment of IT personnel on the part of the real estate investor. Depending on needs, NTT DATA experts can take on complete areas of responsibility according to individual requirements. This helps to safeguard not only ongoing operations, but enables a prompt response in the event that optimization is required. With custom Managed Cloud Services, Patrizia can hand over routine tasks to a strategic partner. We call it a smart sourcing strategy!



Follow us on



NTT DATA Business Solutions



NTT DATA
Trusted Global Innovator