

CUSTOMER STORY

# NEW CLIENTS OVERNIGHT

## Replacement of all PC clients during Windows 10 migration for Provinzial Rheinland Versicherung AG back-office staff

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### SERVICES

- Windows 10 Readiness Assessment
  - Windows 10 Transformation
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### USER EXPERIENCE

- Close collaboration during the whole project
- Smooth co-operation with Computacenter

### BUSINESS IMPACT

- Ergonomic, visually-appealing client environment
  - Cost-efficient solution at a manageable fixed price
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### OBJECTIVE

During its Windows 10 migration planning, Provinzial Rheinland (Provinzial Rheinland Insurance PLC) opted to run the routine replacement of all PC clients for back-office staff at their Düsseldorf headquarters simultaneously with the migration. The replacement needed to occur without any work interruptions.

The new clients had to be integrated into the employee workplace environment as harmoniously as possible whilst providing maximum space-saving. Cabling had to be minimised accordingly. At the same time, it was necessary to ensure that all insurance applications used by the company could run under the new Microsoft Windows 10 operating system.

### SOLUTION

Computacenter had won over Provinzial Rheinland with its space-saving 1-litre PC concept. The fitting of the required applications and Windows 10 had been inspected in a test installation beforehand. In addition, there was a rollout concept that allowed for replacement outside of business hours.

### OUTCOME

Computacenter developed and installed a modern and visually-appealing client environment for the customer. Business operations remained uninterrupted throughout. The costs were fixed for the entire term.

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## ABOUT PROVINZIAL RHEINLAND

Provinzial Rheinland Versicherung AG, founded in 1836, is a public-sector insurance company with its head office in Düsseldorf. It belongs to the Sparkassen-Finanzgruppe (Savings Bank Finance Group) and acts as a regional provider to the administrative districts of Düsseldorf, Cologne, Trier and Koblenz. Over 2,200 permanent employees at the Düsseldorf headquarters, 2,500 actuaries in 612 branches, as well as 44 savings banks active in the insurance business, recently generated a turnover of around €2.2bn.

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The PC rollout and the introduction of Windows 10 were easily accomplished through good communication and organisation within the project team. Our requirements for efficiency, quality and cost optimisation were met at all times, also thanks to Computacenter.

**Holger Bolten, Project Manager  
Provinzial Rheinland**



## OBJECTIVE

### New PC clients for back-office staff

At the Düsseldorf head office of Provinzial Rheinland, it was important to equip the back-office staff with new client PCs. Around 2,500 terminals, as well as a matching number of TFT displays were required for this. "Up to this point, classic tower PCs were installed under desks. Management wanted to ensure that the typical accompanying factors, such as dusty housings, as well as cables laid on the floor, would be eliminated with the new solution," says Ilka Müller, overseeing the project for Computacenter.

In addition, employees were not to be affected by the rollout. Therefore, all installation times were set for outside of business hours. Individual configurations for keyboards and other input devices, as well as positioning PCs on the employees' desks also had to be taken into account. Furthermore, with the planned introduction of Microsoft Windows 10 it had to be possible to test the running capability of the existing applications used by the insurance company in advance. By default, all TFT monitors had to be configured for the dual operation.

## SOLUTION

### Silent rollout overnight

Computacenter installed about 2,500 space-saving SFF-PCs from the manufacturer Hewlett Packard at Provinzial Rheinland within the five-month agreed project duration. In addition to this came about 800 TFT monitors, which in combination with still usable screens, could now be used in dual operation. The legacy systems were marketed by Computacenter.

A completely new and barely visible cabling system connected the so-called 1-litre PCs with the network. Every employee was able to start up their new client on time for the beginning of the working day. The compatibility of all applications with MS Windows 10 was verified in a test installation. Over the term, Computacenter had agreed a fixed price for the whole solution with Provinzial Rheinland.

## OUTCOME

### High employee acceptance of new hardware and software

A highly visually attractive solution at manageable costs with consistently high employee acceptance - that is the positive outcome of this rollout at Provinzial Rheinland. "We ensured a very high quality of our services and the project could be implemented successfully within the given timeframe. Lastly, and importantly, we have renewed a partnership that had already been established in previous years," says Ilka Müller.

The employees were not affected at any time. Due to an extremely economically calculable flat rate per PC system, the costs could be planned over the whole term. Dusty PCs under desks, as well as inconvenient cabling on the floor, now belong firmly in the past.

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## MORE INFORMATION

To find out more about our workplace solutions and read more customer case studies, please visit [www.computacenter.com](http://www.computacenter.com)

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