

CUSTOMER STORY

CLOUD FIRST

Volkswagen Financial Services uses relocation of the Digital Unit as the driver for digitalisation.

SERVICES

- Cloud & Data Center
- Supply Chain Services
- Managed Services

USER EXPERIENCE

- Increased user satisfaction
- Improved agility and mobility

BUSINESS OUTCOME

- Standardisation
 - Reduced administration effort
 - Support for digitalisation
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OBJECTIVE

At the new location, the hardware infrastructure was to be reduced to a minimum following the principle 'cloud first'. The existing hardware was not to be relocated. In the workstation environment, Microsoft Office 365 was to be used as the core application. The migration was carried out in December 2016 within a very limited timeframe.

SOLUTION

Computacenter was able to win the contract against other bidders and implemented the specifications of the Digital Unit within 6 weeks. With the installed WLAN infrastructure from Cisco Meraki as well as Office 365 and Azure from Microsoft, the agile team of scrum masters, software developers and managers was able to start work at the new location by the end of January 2017.

OUTCOME

In addition to the procurement and delivery of the hardware, Computacenter configured and implemented a flexible, cloud-based workstation environment for the Digital Unit. This enabled a creative new start in a new environment in Berlin and also considerably reduced the administration effort for the IT environment.





This project required expertise and speed. From consultation, planning and integration through to the supply of the hardware, Computacenter provided everything from a single source. In spite of the end-of-year business, the implementation period was only two months.

Felix Kohser,
Local Information Security Officer,
Digital Unit Berlin



OBJECTIVE

A new location for fresh thinking

The major business areas of Volkswagen Financial Services include financing for dealers and customers, leasing, banking and insurance, fleet management and additional mobility options. A largely independent unit, the Digital Unit is responsible for digitalisation of this portfolio.

With the relocation to Berlin, among other things, the Digital Unit sought to benefit from the creative power of the capital city. "Over the past years, Berlin has developed into the leading location for start-up companies in Germany. Here, the Digital Unit is in close contact with the start-up and financial technology scene. Also, the location is easily accessible for international colleagues", says Matthias Deckert, Key Account Manager at Computacenter.

With the relocation from Braunschweig to Berlin, the rooms and workstations were completely re-equipped. The entire IT environment was to be created on the basis of cloud components. With this greenfield approach, the existing hardware was no longer to be used. Cloud-based solutions were explicitly required for maximum flexibility and scalability. The start of operation was to be within four weeks at the start of 2017.

SOLUTION

Cloud for maximum flexibility

In addition to the implementation of a Cisco Meraki WLAN network and the workstation hardware, Computacenter configured a Microsoft Office 365 cloud environment, which is initially configured for about 40 users. The workstations are provided with a wide range of tools to assist with collaborative work, such as Exchange mailboxes with archives, Skype for Business, OneDrive for Business, MS SharePoint and MS Office ProPlus. Computacenter configured all components and set up all users via a remote connection. The necessary WLAN infrastructure components were installed and commissioned in advance by Computacenter technicians.

In addition to this, the IT service provider implemented the mobile device management solution Microsoft Intune, using Enterprise Mobility and Security licenses provided by Volkswagen Financial Services. This enables cloud-based administration of the integrated clients, distribution of software and protection of company data with Microsoft Azure.

Computacenter supported the relocation of staff in the first week of January 2017 with handouts for device setup and with local support. Computacenter is still involved in workplace support.

In view of the very limited time window, close ongoing coordination was an essential condition for the project's success. "A very demanding project, in which our standardised cloud services were very useful, especially against the background of the tight time schedule", Matthias Deckert reflected.



Computacenter implemented our solution specifications with a high level of technical know-how and demonstrated maximum flexibility with regard to time.

Felix Kohser, Local Information Security Officer, Digital Unit Berlin



OUTCOME

Flexible setup in a creative environment

Felix Kohser, Local Information Security Officer of the Digital Unit positively summarises the cooperation with Computacenter: "As a largely independent unit, with the aid of Computacenter we were able to set up our new location within a very short time. To a large extent it operates independently from the headquarters in Braunschweig. The motivation of our employees - which is also the basis for our work - has definitely increased due to this freedom."

The digitalisation of financial products can now be carried out even faster and more efficiently. The employees, and above all the software developers, were able to use the newly created environment within a very short time. Administration has been considerably simplified, and thanks to the cloud approach, the Digital Unit can grow dynamically.

ABOUT VOLKSWAGEN FINANCIAL SERVICES

Volkswagen financial services are a business segment of Volkswagen AG (Group) and with the Volkswagen Financial Services AG and its associated companies, the Volkswagen Bank GmbH, Porsche Financial Services and financial service companies in the USA, Canada and Spain (with the exception of the brands Scania and Porsche Holding Salzburg), directly or indirectly belong to Volkswagen AG. The major business areas include financing for dealers and customers, leasing, the bank and insurance business, fleet management and mobility options. Globally, Volkswagen financial services employ 15,770 people, of which 6,670 are employed in Germany alone.

MORE INFORMATION

To find out more, please send a mail to communications.germany@computacenter.com
