

Industrial company REFERENZ



The requirement

EiA leading global manufacturer of graphite products and composites with more than 40 production sites in Europe, North America and Asia and a comprehensive service network in over 100 countries is a globally oriented medium-sized German company. As part of a cost and efficiency analysis, the carbon fiber specialist also identified optimization potential in the operation of its wide area networks, which had previously been self-managed. Two internationally active telecommunications providers provide the infrastructure for the MPLS (Multi Protocol Label Switching) backbones. Due to its continent-spanning market presence, global data traffic and network infrastructure are of central importance to the successful medium-sized company. Due to the strong international growth, the IT department needed to be relieved.

In the course of a very extensive tender mitcaps was identified as the ideal partner. The flexibility in the implementation, the possible "soft migration" and the many years of experience with internationally operating medium-sized customers in the area combined with an extensive change management in the process optimization led the customer to the decision mitcaps. The existing and proven central management and monitoring systems are used as well as the "best practice routines" to implement the solution sustainably at the customer.



The solution

mitcaps and the carbon fiber specialist agreed on a three-phase model for the approach: short, medium and long term.



Die Lösung

Short term the first step was focused on migrating the monitoring and incident process to ITIL standards. As part of an initialization workshop, an as-is analysis of the technical systems and a network design were jointly carried out. Furthermore, the communication processes as well as the change management processes were coordinated, standards were adopted and the documentation level was agreed upon. The transfer of responsibilities with the aid of a RACI matrix was completed smoothly and without any restrictions on network operation within six days.

This required the implementation of the following measures:

- Implementation of the network management infrastructure
- Configuration of the management system
- Integration of the mitcaps monitoring
- Provision of the service description of existing lines
- Preparation of technical topologies/documentation
- Coordination of interfaces/responsibilities
- Establishment of communication workflows and processes
- Access to mitcaps Monitoring & ITSM by the customer

Medium term the subsequent operative business as well as the further development of the network should be transferred to mitcaps in a smooth migration.



The result

The resources of the IT department could be saved due to the new mitcaps network monitoring and management and the documentation could be made transparent. Proactive monitoring of the infrastructure, locations and network components as well as regular reports provide the customer with greater transparency of its network infrastructure and thus greater confidence. The centralization of IT services results in significantly higher reliability.

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Advantages at a glance

- Relief of personnel resources
- Experienced and qualified specialist staff
- Stable and proven processes
- Support in German and English
- mitcaps Network Operations Center as single point of contact for network design, implementation, operations, incident and change management.
- 24x7 proactive monitoring and management
- 99 percent of all trouble tickets are opened proactively
- 90 percent of all tickets are solved at first level

What can we do for you? Let's talk together We are pleased to convert your requirement into an individual and custom-fit solution for your company.