

CUSTOMER STORY

WORK IN NEW SPLENDOUR

SERVICES

- End User
- Security
- Design & Build Services

USER EXPERIENCE

- More agility and mobility
- Simplified business processes
- Easier access to information
- More effective collaboration
- Faster access to new features
- Improved user satisfaction
- Higher productivity of employees

BUSINESS IMPACT

- Accelerated innovation
 - Digitisation support
 - Sustainable solution
 - Increased productivity
 - Improved customer satisfaction
 - More flexible business action
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Smooth sailing for Salzgitter AG with a successful rollout of Microsoft 365 across 25 companies

OBJECTIVE

To pursue new collaborative opportunities

Salzgitter AG is increasingly relying on connectivity and digitalisation in the office and in the factory. Thanks to the new communication tools, employees can also collaborate and communicate flexibly from their home offices. The company laid the foundation with the introduction of Microsoft 365 and provides corresponding value-added services with Exchange Online, OneDrive, and Microsoft Teams. The long-planned introduction gained significant momentum due to the impacts of the COVID-19 pandemic.

As Salzgitter AG's internal IT service provider, TELCAT MULTICOM GmbH is responsible for the operation of around 8,400 client workstations, all of which are managed in a separate client environment. The largest single customer of this project was Salzgitter Flachstahl GmbH, constituting approximately 3,400 workstations.

In order to provide the employees with an even better working environment, Salzgitter AG wanted to introduce Microsoft 365. In a tender for the implementation of Microsoft 365 in July 2020, the company chose Computacenter as its partner. 'We as TELCAT had experience in rolling out Windows 10 and networks for LAN zoning, but not with Microsoft 365,' explains Stefan Wöhlken, Technical Managing Director, TELCAT MULTICOM. 'That's why we decided to participate in the tender together with Computacenter.'

Better as a team

Computacenter and TELCAT MULTICOM are an established team and have been working together in the network and security environment for many years. The most compelling reason for bringing Computacenter on board for this tender was their extensive experience in introducing and managing Microsoft 365 value-added services in client environments, and the necessary know-how to further develop the associated services. 'At the time, we did not have the required capacities on board to implement this project alone. Thanks to our combined expertise, we won the tender with Computacenter,' adds Wöhlken.

SOLUTION

Proof of concept and training on the job is the marker of success

As part of the collaboration, Computacenter was responsible for managing the entire Microsoft 365 project - with a clear roadmap from the outset. First, the IT service provider recorded all of Salzgitter AG's requirements and brought them together conceptually. In the next step, the configuration was carried out in close coordination with the customer. On this basis, a proof of concept (PoC) was tested with various users and - where necessary - adapted for the most optimal usage. Through this method, Computacenter laid the foundation for the subsequent Group-wide implementation.

Computacenter also supported TELCAT in setting up the operation and provided further consultancy as the operating staff got up to speed. TELCAT employees were trained on the job so that they could independently take over the management of Microsoft 365 in the future.



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Stefan Wöhlken,
Technical Managing Director
TELCAT MULTICOM

Security hurdle successfully jumped

During the project, there were – as expected – some issues to be resolved: ‘We were aware of the complexity in advance - both organisationally and technically,’ explains Wöhlken. For example, the introduction of Microsoft 365 was accompanied by growing demands across infrastructure and IT security. ‘Originally, OneDrive for Business was to be rolled out at the beginning of 2021, however, AIP (Azure Information Protection) had to be introduced together with this implementation and that really changed our established workflows and processes considerably,’ reports Wöhlken. The necessary adjustments and coordination with the stakeholders in the group from central and decentralised functions led to a delay of almost twelve months in the introduction of OneDrive and Microsoft Teams as a collaboration platform.

Teams, on the other hand, could be launched immediately as a communication platform, followed by the rollout of Exchange Online, and the collaboration functions of Teams by the end of 2021.

OUTCOME

Employees satisfied with the Microsoft 365 working environment

Computacenter created a series of training materials that make it easier for employees to use the new Microsoft solutions and illustrate the added value from a selection of scenarios. Since the IT service provider has also introduced a series of standard processes, Salzgitter AG is now able to react swiftly to the regular developments of Microsoft 365 Evergreen, and quickly adapt its own processes. The early involvement of the user help desk was also an important factor for its adoption.

In order to train the employees of Salzgitter AG in the use of the new Microsoft tools, they received face-to-face and online training. They were also provided with an electronic training platform as well as an intranet site with specific use cases and additional help resources. It was also important to involve the Service Center during the PoC and to train them extensively, even before the start of the project. This enabled the hotline agents to assist users during the later general rollout.

Together, Computacenter and TELCAT MULTICOM covered everything during the rollout of Microsoft 365. ‘Microsoft 365 has already completely changed the working world at Salzgitter AG,’ explains Wöhlken. Thanks to Exchange Online, OneDrive, and Microsoft Teams, our employees have a range of value-added services at their fingertips and can use all the



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possibilities of modern working. This applies to communication, both internal and external, and the simultaneous editing of documents. This has considerably simplified many processes in the company. ‘As a result of our collaboration with Computacenter, we were able to achieve employee satisfaction of 98 per cent with the PoC, and this makes us all very optimistic for the future,’ Wöhlken sums up.

Wöhlken is also optimistic about the migration of the old systems, which is still to come – such as the changeover from Exchange to Exchange Online. In addition, extensive training for staff on how to use the collaboration platform and OneDrive is still on the agenda. True to the motto ‘There is still a lot to do, let’s tackle it together’, Wöhlken and his team are now positioned well to master these challenges.

ABOUT SALZGITTER AG

For more than 150 years, the companies of the Salzgitter Group have been producing steel and technology products. The core competencies lie in the manufacture of rolled steel and tube products, their further processing, and global trade in these products. Salzgitter AG is active in special machinery and plant engineering.

MORE INFORMATION

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