

Customized production and rollout of ESPRIMO PCs:

ERGO Insurance Group Gets a Standardized, Cost-Effective Desktop Platform with made4you



»The made4you solution from Fujitsu Siemens Computers for our ERGO PCs enables us to achieve a significantly better total cost of ownership and noticeable optimization of our internal processes.«

Albrecht O. Öhring, Head of Purchasing, ITERGO Informationstechnologie GmbH

→ The Customer

ITERGO Informations-
technologie GmbH,
Düsseldorf, Germany

→ The Project

ERGO PC: Group-wide
standardization of
desktop systems

→ The Solution

ESPRIMO P Green PCs
made4you: Precisely
defined, customized
production and provi-
sion over two years

Rollout by ADA –
Das SystemHaus
GmbH

To help it standardize its system landscape, ITERGO Informationstechnologie GmbH has found a strategic partner for desktop systems in Fujitsu Siemens Computers. The framework agreement recently concluded runs from July 1, 2005, to the end of 2008. It also has a renewal option and will thus ensure that ITERGO can optimize its processes over the long term. The new state-of-the-art PC for office employees at insurance companies in the ERGO group will be the ESPRIMO P Green PC, which bears the German "Blue Angel" environmental seal. With this choice, ITERGO has found an ideal balance between ecological and economical considerations. Since the systems have been precisely defined for a period of two years with Fujitsu Siemens Computers' made4you program, the IT service provider can significantly reduce the cost and effort of evaluation and certification, as well as service and management, and thus slash total costs.

ITERGO: IT expertise for the ERGO insurance group

ITERGO is the central IT service provider for ERGO, an insurance group with premium revenues of EUR 16 billion and some 17 million customers, making it No. 2 in the German primary insurance market. With its 1,400 employees, ITERGO fulfills all the IT requirements of around 38,000 office-based and field users at the insurance companies VICTORIA, Hamburg-Mannheimer, DKV Deutsche Krankenversicherung and D.A.S.. The IT service provider's prime task is to create a standardized system landscape throughout the group.



Benefits for ITERGO

- Dramatic reduction in the cost and effort of evaluation and certification
- Simpler system and management processes
- Significantly lower total cost of ownership
- Planning security

The solution at a glance

- Standardization of the desktop infrastructure at the ERGO group
- Introduction of 12,000 ESPRIMO P Green PCs with Microsoft® Windows XP
- made4you production: Standardization of the products for two years
- Rollout by ADA – Das SystemHaus GmbH

Homogeneous systems and processes replace a heterogeneous infrastructure

For historical reasons, the insurance companies in the ERGO group had previously maintained their own IT infrastructures. One of the main tasks of ITERGO was to replace them with an efficient and uniform system landscape that protected investments. The focus of the "ERGO PC" project is on end-user systems for office-based and field personnel at the various insurance companies. There was a growing and acute need to modernize these systems simply because new computers are hard to find for the now outdated Microsoft® Windows NT operating system. By switching to Windows XP and standardizing the end-user devices, ITERGO wanted to realize a future-proof platform that optimized processes, yet also slashed costs.

Following a request for proposal, the company decided to equip its office staff with the ESPRIMO P Green PC from Fujitsu Siemens Computers. Key factors influencing the decision were the microtower's excellent performance and its exemplary product and production concept. For instance, Fujitsu Siemens Computers ensures that its products have minimum impact on the environment thanks to energy-saving concepts, avoidance of hazardous substances and cutting-edge production methods. The company sets standards with its closed materials cycle and a recycling rate of 98 percent, already well in excess of the at least 75 percent

that will apply EU-wide by the end of 2006. Yet performance and environmental friendliness were not the only factors in favor of ESPRIMO – there was also the service that gives ITERGO planning security for the long term and outstanding cost-effectiveness for the new platform: made4you. The heart of the made4you solution, which was defined together with ITERGO, is product stability over the coming two years. To assure this, the performance features and vendors were precisely defined for all system components, including the processor, BIOS version and hard disk. The benefits are far-reaching: The cost and effort of in-house evaluation and certification is virtually zero for the next two years, service and management processes will be simplified, and the total cost of ownership will be cut. Yet that is not all: Despite being standardized, the systems are perfectly tuned to the requirements of the various user groups thanks to their custom software configuration; the ready-to-use systems are being rolled out to the individual insurance companies by ADA – Das SystemHaus GmbH.

Albrecht O. Öhring, Head of Purchasing at ITERGO, is very satisfied with this solution: "The intensive consulting and support from Fujitsu Siemens Computers was a great help to us in finding a solution for leveraging cost-cutting potential in our desktop landscape to the full – and with an attractive, powerful and reliable system for our users!"

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