

Case Study

Fujitsu Siemens Computers recommends
Windows® XP Professional.

We make sure



Master agreement covering large-scale PC modernization

Postbank Systems AG opts for the quality and performance of Fujitsu Siemens Computers



» Fujitsu Siemens Computers demonstrated exceptional flexibility and offered us a solution that let us reduce our internal expenses to a minimum. «

Manfred Löw, Operations Officer, Postbank Systems AG

→ The challenge

To deliver high-performance PC technology – the client was about to undertake regular modernization of the PC workstations of Postbank and wanted an ergonomic system that would meet the quality standards of the group

To guarantee customer-specific standardization – the solution called for a high level of product stability with defined system components and settings

To simplify management processes – the client was looking for a total package that would reduce the internal expenses of Postbank Systems for evaluation, certification and modification of service processes to a minimum

→ The solution

Postbank Systems AG and Fujitsu Siemens Computers concluded a **master agreement covering the delivery of ESPRIMO E Green PCs** to modernize the workstations of Postbank employees. The agreement called for shipment of up to 7,500 systems produced and preconfigured according to customer specifications in the year 2007. A special inventory of ESPRIMO E Green PCs is maintained to permit shipment in the short term. The Postbank group is already using the system chosen by Postbank Systems, which made it possible to maintain efficiency and continuity in internal processes and at the same time guarantee high product quality and reliability. The most important benefit is that the total package will require minimal adjustment in management and service processes by Postbank Systems, and Postbank employees will receive high-performance, ergonomic PCs that offer unsurpassed reliability.



Postbank Systems AG is the IT service provider of Deutsche Postbank AG. The company offers all products required for IT operation and handles all group IT projects. Postbank Systems has over 1,000 employees. More at: www.postbank.de/systems

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→ Solution components

- Master agreement covering up to 7,500 ESPRIMO E Green PCs per year
- Operating system: original Windows XP Professional
- Customer-specific production with master-key solution, master disk, BIOS freeze and short delivery times from a dedicated project inventory
- Technical support by Computacenter with 48-hour recovery time

→ Customer benefits

- High process efficiency due to the lack of necessity for system validation and seamless integration of new PCs into proven service and management processes
- Total cost of ownership
- Increase in employee productivity through the use of state-of-the-art PC technology
- Reliable, flexible technology partner
- Short-term product availability

→ The project

For Postbank, competitive, future-safe technology and efficient processes are essential to secure the organization's position of quality and cost leadership. Postbank Systems, the IT service provider of the Deutsche Postbank group, delivers this technology and processes, for example, through regular modernization of the PC workstations used by approximately 22,000 employees. The goal of Postbank Systems was to reduce the internal costs associated with this process to an absolute minimum and at the same time give the employees of the Postbank group ergonomic PCs that feature high-performance technology in combination with exceptional reliability and economy. In close collaboration with Fujitsu Siemens Computers, Postbank Systems developed a complete package tailored precisely to the requirements of its customer. The package is based on the small-form-factor ESPRIMO E PC, which has been awarded the "Blue Angel". The ESPRIMO E features a seamless product and production concept that reduces the environmental impact to a minimum, features silent operation to eliminate workplace stress and offers the flexibility it takes to accommodate specific business requirements. Of course, that fact that ESPRIMO Es were already being used by Postbank represented another important consideration for Postbank Systems. "For us, it was important to find the most cost-effective solution possible to reduce the Total Cost of Ownership. Fujitsu Siemens Computers immediately understood that and worked together with us to develop a total package that eliminated the necessity for system validation and would not represent any problem in terms of integration into our management processes", says Manfred Löw, Operations Officer of Postbank Systems AG. Based on the standards of the Postbank, a master-key solution was defined that includes, for example, a specific hard disk and a BIOS version with specific settings. Produced and configured specifically for this customer, the systems were available for shipment to the customer on short notice from an inventory maintained expressly to meet customer demand. In addition, technical personnel on site at the customer's location and 48-hour recovery service by our Computacenter partner guarantee high productivity in current operation.

→ Project partner

Computacenter

→ A record of success

With the master agreement covering this year's PC modernization activities by Postbank, Postbank Systems reduced the cost of evaluation and certification to virtually zero and can continue to provide the same service and management processes. At the same time, the customer can cover its needs quickly and reliably while benefiting from an outstanding price-performance ratio.

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