



CHALLENGE

AOK Schleswig-Holstein wanted to standardise its outdated IT infrastructure to meet business needs. The existing solution reduced personal productivity and lacked the flexibility to deliver new applications. The new solution needed to scale easily with demand and increase administration efficiency.

SOLUTION

AOK Schleswig-Holstein rolled out Dell™ desktops, with Dell servers supporting domain control, file and email services. AOK deployed further servers at the company's head office. Dell also configured and installed the hardware using the Custom Factory Integration (CFI) service.

Hardware:

- Dell™ PowerEdge™ 1850 servers
- Dell™ PowerEdge™ 2850 servers
- Dell™ Optiplex™ GX620 desktops

Services:

- Assessment, design and implementation
- Deployment Services
- Enterprise Support
- Custom Factory Integration (CFI)

BENEFITS

- Business model based on single point of contact provides effective service and support
- CFI service improves consistency and promotes rapid deployment
- Standardising the infrastructure simplifies maintenance and reduces linked costs
- Solution is optimised to meet both current and future requirements.

German healthcare provider, AOK Schleswig-Holstein, ensures continued service excellence with a standardised infrastructure

Companies are investing more and more in their IT equipment and software to create a flexible environment. With rising data loads and new applications demanding greater processing power, it is paramount that organisations can scale their infrastructures to maintain business efficiency.

At AOK Schleswig-Holstein, in Germany, there was a drive to deliver a better service through improved IT services. AOK is the largest health insurance provider in the country. It delivers medical cover for more than 37 per cent of the German population and in Schleswig-Holstein alone provides health insurance for more than 800,000 people, while employing a workforce of 2,150.

With the existing IT infrastructure at the end of its life cycle, AOK Schleswig-Holstein employees had difficulties achieving their day-to-day business goals. For example, calculating sickness benefits or processing policyholder information was time consuming and inefficient. Furthermore, basic IT

maintenance came at huge costs, and administrators were unable to modernise the infrastructure with new business-enhancing applications because the network lacked the necessary processing performance.



Dell solutions meet business needs on both enterprise and client levels

The health insurance provider decided to completely renew its infrastructure, from workstations to servers, and create a standardised, flexible architecture. AOK wanted an IT provider that would support design and installation, and after an evaluation of the market, it turned to Dell™.

Dr. Knud Sievers, IT director at AOK Schleswig-Holstein in Kiel, says: "Dell was clearly the leader in terms of the overall evaluation. Particularly concerning the most important areas for us, quality and value for money. Even the test equipment

provided by Dell made a very good impression. It ran quietly and was very easy to operate," says Dr. Sievers.

Dell equipped all AOK employees with Dell™ Optiplex™ GX620 desktops. Each of AOK Schleswig-Holstein's 22 branches received Dell™ PowerEdge™ 1850 servers to act as a domain controller and two Dell™ PowerEdge™ 2850 servers for file services and email. Dell implemented additional hardware in the Schleswig-Holstein head office to support a SAP terminal server and provide file, messaging and intranet services.

"Dell's excellent service is very reassuring to us. It is good to know that no matter what, our request will be answered quickly and effectively."

— Dr. Knud Sievers,
IT director, AOK Schleswig-Holstein

Tailored solution delivers excellent service and support

Dell's level of service was a key factor in AOK's decision to choose the vendor as the preferred supplier. "Dell's excellent service is very reassuring to us. It is good to know that no matter what, our request will be answered quickly and effectively. What I like above all is that I have a single point of contact for all my needs," says Dr. Sievers.

Pre-delivery configuration and testing ensures rapid deployment

By using Dell's Custom Factory Integration (CFI) service, AOK Schleswig-Holstein gained a solution that optimises infrastructure with minimal time investment. With CFI, Dell configures and tests hardware prior to delivery, thus enabling quick deployment of the new infrastructure across AOK Schleswig-Holstein's branches and cutting down downtime resulting from migration.

Centralised management ensures cost-efficient administration

AOK Schleswig-Holstein is now reaping the benefits from its new modern, centralised and standardised IT infrastructure. Managing the infrastructure is simpler with administration centralised for remote management. As a result, administrators need less time to complete routine tasks and dedicate more of their working lives to higher value, more strategic tasks.

Flexible infrastructure can scale easily to support future demands

Not only does the new infrastructure cater for AOK Schleswig-Holstein's current needs, it also has the flexibility to support future developments. As Dell infrastructure is easy to deploy, AOK Schleswig-Holstein can easily install additional servers to cope with extra demand. The standardised infrastructure also makes it easier to deploy new applications across the branches.



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