



Source: Kotschenreuther Forst- & Landtechnik GmbH & Co.KG



From the Franconian Forest to the cloud

Company:

Kotschenreuther Forst- & Landtechnik GmbH & Co.KG

Employees:

135

Location:

Neufang/Steinwiesen

Industry:

Mechanical engineering & sales

Website:

www.kotschenreuther.eu

Introduction

For over 60 years, Kotschenreuther has been manufacturing, selling, renting, maintaining, and repairing machinery for agriculture and forestry. Reliability is just as important to Kotschenreuther as the continuous development of its product range. In addition to manufacturing its own machines, Kotschenreuther also sells machines from well-known manufacturers such as John Deere. The company also offers repair, maintenance, and spare parts services.

With its four locations and 135 employees, Kotschenreuther wants to always be close to its customers, respond quickly and easily to their needs, and meet their high quality standards. Managing Director Eugen Kotschenreuther sees this as the secret to his company's success:

»Our commitment to always exceeding our customers' expectations has led to the development of strong partnerships over the years, from which all sides benefit in the long term!«

Partners involved:

Telekom Deutschland GmbH

Manufacturers involved:

Sophos, Dell EMC, Microsoft,
Medialine AG

Products used:

Sophos vUTM
Sophos Red
Dell EMC Switch
CompanyCloud
Managed Terminalserver
Managed App-Server
Managed Active Directory
Hosted Exchange Business
Hosted Mail-Archiv

Project period:

04/2018 - 05/2018

The company sees itself not as a seller, but rather as a competent partner for modern technology, consulting, and customer service-both at its branches and at the customer's site. The locations offer an attractive range of products for all areas of agricultural and forestry technology as well as an extensive exhibition of used machines. Employees at all four locations must have central access to data and programs and rely on smoothly functioning systems with good connectivity.

While searching for an alternative terminal server solution, Deutsche Telekom AG, as the general contractor, brought Medialine AG on board as an IT partner. During a joint on-site meeting, a roadmap for solving the customer's challenge was quickly developed.

The challenge

In order to access data and programs together, all branches used a central server at the head office in Neufang. However, due to the rural location, the Internet connection at the head office is limited, and there were repeated outages and problems due to poor connectivity. In addition to improving the accessibility of the systems from the branches, it should also be possible for field staff to reliably access data and services from anywhere in the future.

The local infrastructure had grown with the company over the years and was no longer able to meet the requirements of modern, highly available IT. In addition, the company did not have comprehensive documentation of its systems, which made changes and expansions difficult. Since the local IT systems had reached the end of their life cycle, this presented an opportunity to consider a comprehensive restructuring of the infrastructure. It was important to note that Kotschenreuther wanted to focus on its core business and did not want to invest its own resources in IT administration.

The solution

Kotschenreuther obtains its telephony and IT services from Telekom Deutschland GmbH. As a Telekom business partner, Medialine took on the task of restructuring the IT infrastructure. This was done in close cooperation



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Eugen Kotschenreuther,
Managing Director, Owner and
Administrative Manager
Kotschenreuther Forst- &
Landtechnik GmbH & Co.KG

»Expert advice, alternative solutions, competent implementation, quick availability, good service-always with our needs in mind. That's what set Telekom and Medialine apart in our collaboration.«

between the customer, the Telekom account manager, and Medialine as the service provider. In a first step, the company's requirements were analyzed and compared with the current situation. Based on these results, weaknesses and challenges were analyzed and a suitable solution scenario was developed.

To ensure that the systems were accessible from all branches, the customer was provided with a managed cloud terminal server from the Medialine data center in Frankfurt 1. This means that all branches are independently and directly connected to the managed terminal server. The branches can thus access the terminal server directly without suffering from restrictions due to the poor internet connection in rural Neufang. In addition, each branch received a Telekom LTE backup to provide a redundant alternative in the event of an internet failure. Eugen Kotschenreuther is also satisfied with the system changeover:

»The transition phase from the on-premise to the cloud solution had no noticeable impact on day-to-day business operations.«

As part of the modernization process, the old on-premise Exchange server was also replaced with a hosted Exchange business mailbox with mail archiving. VPN access was provided for field staff and service employees. This ensures that the systems are available so that employees can work on the go at any time.

In addition, the customer receives a monthly service quota from Medialine AG. This allows employees to access central Medialine support if they encounter problems with their devices. Medialine's experts provide fast and competent assistance without Kotschenreuther having to assign its own resources to the care and maintenance of the devices.

The result

Thanks to the renewal of its IT systems and the move to the cloud, Kotschenreuther can now rely on high-performance, modern systems. Outages and restrictions due to poor connectivity have been minimized. Although Kotschenreuther was initially skeptical about a cloud solution, the Medialine CompanyCloud proved itself in practice: Kotschenreuther is particularly impressed by the reliability of the systems and the increased security provided by modern archiving and protection functions.

By centralizing location data and connecting locations directly to the company cloud, the customer's IT infrastructure has been significantly improved and professionalized. The field service team also benefits from this reduction in workload: "Service technicians can access all data while on the road and always have everything they need with them. This enables them to be even more efficient and professional when visiting customers and noticeably advances our business," says Eugen Kotschenreuther, praising the effects of his new IT solution.

Kotschenreuther has strong partners in Telekom Deutschland GmbH as general contractor and Medialine AG as IT service provider. These partners support Kotschenreuther in its day-to-day business, save valuable internal resources for the customer, and help the customer to master the challenges of digitalization and continue to be successful in the market in the future.

Medialine AG

As a full-service system house, we stand for customised solutions for medium-sized businesses and corporate groups. We fully support your company along the way - from requirements analysis, idea collecting and concept development to the development and implementation of the appropriate IT strategy as well as regular technical support and workshops for your employees. Thanks to our nationwide orientation, customers benefit from a close-knit network of sales and technical resources, which enables optimal service support on site.

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