Firm gains end-to-end infrastructure in weeks

Major engineering and construction business in Germany drives growth and improves competitiveness with 30 per cent better IT performance

"With our Dell solution, we can stay focused on business growth safe in the knowledge that the infrastructure can scale as our demands change. Furthermore, we expect a positive return on investment in two years."

Michael Voigt, IT Manager, Heitkamp

Business need

Heitkamp needed an end-to-end infrastructure after it separated from its holding company. It wanted a scalable solution that could maximise performance.

Solution

The firm installed a mirrored virtualized data centre and desktop environment consisting of notebooks, desktops, workstations and printers, backed by Dell support services.

Benefits

- Business drives growth and gains IT return on investment in two years
- Company raises competitiveness with 50 per cent faster IT responses
- Heitkamp achieves 30 per cent better IT performance and enhances service
- Firm gains flexible data centre in two weeks
- IT team stays focused on strategy with responsive support

Solutions featured

- Data Center Virtualization
- Desktop Virtualization
- End User Computing
- Mobile Computing
- Networking
- Printing and Imaging
- Server
- Storage
- Support Services

Germany-based Heitkamp Erd- und Straßenbau has a long history in the world of civil engineering and construction. The company, founded in 1892, is known for its high-quality work in areas such as road building, sewer construction and landfill development.

The business is thriving as the country continues to invest in its infrastructure, and Heitkamp remains committed to developing the skills of its personnel.

Heitkamp faced a key challenge when it separated from its holding company. The firm needed a new IT network because the existing infrastructure belonged to the parent corporation and couldn't be transferred to Heitkamp. Michael Voigt, IT Manager at Heitkamp, says: "Our goal was creating a completely new IT infrastructure for around 80 employees at our main office in Herne." In fact, the company had just eight weeks to build the infrastructure and transfer all its existing data from the old systems. "Despite the short timeframe, we were not simply looking for a quick answer," says Voigt. "We wanted a long-term solution that could scale with the business. It had to be simple enough for one person to control and backed by great services support."

Customer has confidence in meeting tight schedule with existing IT provider
Although the schedule for completing this major task was tight, Voigt was optimistic that everything would go to plan. "We had faith in our ability to meet our two-month timeframe because of our relationship with Dell. We had worked with Dell for a number of years and knew about the reliability of its end-to-end solutions and its people," he says. He contacted the company's long-standing Dell Partner Medialine, which had been working with Heitkamp for around two years. The IT Manager presented a basic design for a new infrastructure and

began talking with Medialine about the next steps. Voigt says: "Because we'd worked with Medialine before,

Return on investment in two years

Technology at work

Services

Dell Support Services
– Dell ProSupport™ with Next Business Day Onsite Service
– Dell ProSupport with Mission Critical

Hardware

Dell™ PowerEdge™ R310/R510/R710 servers with Intel® Xeon® processors

Dell PowerVault™ MD3200 storage arrays

Dell PowerVault 124T tape autoloader

Dell PowerConnect™ 5524 switches

Dell Latitude™ E6220/E6320/E6520 laptops with Intel® Core™ processors

Dell OptiPlex™ 790 desktops with Intel Core processors

Dell Precision™ M6600 and T3500 workstations with Intel Core processors

Dell 5330dn laser printers

Software

VMware® vSphere™

Windows Server® 2008 R2

Microsoft® Exchange Server 2010

Active Directory®

I was confident that we could meet our IT targets. We felt good about working with Medialine because it's as committed to customer-service excellence as we are."

Business gains scalable data centre in two weeks

Heitkamp quickly finalised the design for its new IT infrastructure. In collaboration with Medialine, the IT team installed a proof-of-concept environment and used this to help fine-tune its plans. "The proof of concept was a success and we decided on the scheme for ordering and implementing the full production environment," says Voigt. Next, IT personnel and staff from Medialine began implementing the production infrastructure – a mirrored data centre – to support Heitkamp over the years to come. In just 14 days, they completed project planning, and installed new servers and transferred data for Active Directory® and Microsoft® Exchange Server 2010. Voigt says: "Medialine collaborated really well on this project. Everyone stayed focused on the schedule and made a huge effort to finish the work on time. After the concept stage ended, we deployed the finished solution and migrated all the data in two weeks."

IT drives business growth with return on investment in two years

The company now has the IT environment it needs to drive continued expansion and deliver a rapid return on investment. It deployed an end-to-end Dell solution built on flexible technology that can adapt with increased demand. At the heart of the mirrored infrastructure are four Dell™ PowerEdge™ R710 servers with Intel® Xeon® processors, which have been virtualized using VMware® vSphere™ 5 server software. Alongside these is a Dell PowerEdge R310 server, acting as a domain controller, and a Dell PowerEdge R510 server, working as a backup server. The infrastructure runs on the Windows Server® 2008 R2 operating system, with many virtualized applications such as Microsoft Exchange Server 2010. "With our Dell solution, we can stay focused on

business growth safe in the knowledge that the infrastructure can scale as our demands change. Furthermore, we expect a positive return on investment in two years," says Voigt.

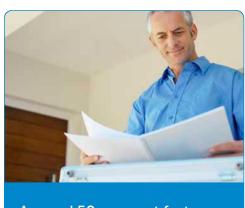**Personnel can maximise productivity with efficient data access**

To ensure crucial business data remains protected, Heitkamp established a scalable storage environment to support the servers. It deployed a Dell PowerVault™ 124T tape autoloader and mirrored Dell PowerVault MD3200 storage arrays so that employees gain rapid access to key data at all times. "We can offer personnel a balance between quick access to information and protection. The Dell PowerVault arrays provide both high performance and adaptability," says Voigt. Data speeds are maintained by the Dell switching technology supporting the infrastructure. The company chose Dell PowerConnect™ 5524 switches to maximise data speeds across the network. "We liked the performance, scalability and energy efficiency of the Dell PowerConnect switches," says Voigt.

Company boosts competitiveness with 50 per cent faster IT response times

Personnel at Heitkamp are helping the business maintain its leading role in engineering and construction in Germany. Thanks to highly reliable IT systems and fast access to data, the firm can stay one step ahead of its competitors. For example, Voigt can now respond to issues much quicker as a result of the Dell infrastructure's centralised management. "We can respond to IT situations 50 per cent faster. This additional speed helps maintain a high level of IT performance – giving personnel the chance to be more effective and the business more competitive," he says.

Firm enhances customer service with 30 per cent better IT performance

With improved IT performance, staff are accessing data faster and making smarter business decisions than before – all of which contributes

Around 50 per cent faster IT responses

to the company's success. Voigt says: "Personnel now gain a much better level of IT service to support their work. The performance of our IT infrastructure is around 30 per cent greater, boosting employee productivity and delivering more value to our customers."

Employees increase performance with reliable desktop environment
Personnel are also maximising their performance using a range of Dell end-user devices to access data and Dell laser printers to reproduce documents. Heitkamp rolled out solutions to support a wide number of activities, including mobile working and specialised design work. It ensures that employees can be as productive on the move as at their desks. In addition, the laptops, desktops, workstations and printers provide the stability that employees need to deliver their business goals. Heitkamp implemented:

- Dell Latitude™ E6220, E6320 and E6520 laptops with Intel® Core™ processors
- Dell OptiPlex™ 790 desktops with Intel Core processors
- Dell Precision™ M6600 and T3500 workstations with Intel Core processors
- Dell 5330dn laser printers

Voigt says: "Employee satisfaction is greater and they're working efficiently across the whole business – from the sales to the engineering teams. We were able to provide each group with a Dell laptop, desktop or workstation to meet their individual requirements."

IT team stays focused on development with flexible support
The IT team has the support of Dell to stay in control of its IT infrastructure and avoid downtime. Voigt took advantage of a range of premium support services to meet the different needs of the IT infrastructure. For example, he chose Dell ProSupport™ with Mission Critical four-hour on-site support for the data centre. But for the desktop environment, he opted for Dell ProSupport with Next Business Day Onsite Service. "We can stay focused on developing our IT services because we know that Dell ProSupport is behind us, maintaining the high uptime of our infrastructure," says Voigt.

About Medialine
Medialine, based in Bad Sobernheim, Germany, provides a full range of IT services. Founded in 1998, the company has focused on server and storage solutions as well as virtualization. It has more than 80 personnel and was the first Dell Premier Partner in Germany.

www.medialine.ag/

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