



Source: café+co International Holding GmbH



Transition to managed services

Company:
café+co

Relevant IT expertise, strict adherence to deadlines, and sufficient resources

Employees:
Über 2.000

café+co: "Seamless transition to the IT experts at Medialine Austria went perfectly"

Location:
Vienna

The former ML11 systems & services GmbH changed its name to Medialine AG at the beginning of 2022. At the time this success story began, the company was still operating under its old name—ML11 systems & services GmbH.

Industry:
Food and coffee

Before Medialine Austria, we had an IT service partner that operated globally and did not give our wishes and requirements the attention they deserved. During our reorientation, we experienced strong pre-sales phases, but when discussing the first topics, we quickly realized that the presentations did not match the actual skills.

Website:
www.cafeplusco.de

Manufacturers involved:

Dell Technologies Stack: Switches, Server, Data Domain, networker

Products used:

Managed Services

Project period:

since 2020

Continuing to work with them would have meant losing valuable time. We therefore decided to work with Medialine Austria, and it became clear that the technical dialogue was definitely becoming deeper and more intensive. The size of the company also suits us. We define the critical points in an IT cooperation as follows:

- Experience and know-how at the absolute cutting edge,
- commitment to deadlines, and
- access to sufficient personnel resources.

We consider these KPIs to be 100 percent positively covered at Medialine Austria. Medialine Austria has a wealth of experience, and this skill level was a significant added value for us during the migration of the systems.”
– Daniel Hesse, Head of IT & Organization at café+co International Holding GmbH.

About café+co: nine countries, over 2,000 employees, 60,000 vending machines

The café+co Group’s vending solutions are part of our everyday lives – every day, we purchase hot or cold drinks, snacks, or confectionery from their self-service vending machines in nine European countries. With over 2,000 employees, the company generates annual sales of over €210 million (as of 2019/2020) and is headquartered in Vienna.

“Our core systems are operated in a data center in Vienna’s 19th district. From there, we provide our ERP systems and SharePoint applications, which are used by all countries,” explains Daniel Hesse. His professional career has taken him from systems engineer and IT consultant to IT controller and ERP project manager to Head of IT & Organization at café+co – Daniel Hesse is no stranger to the world of IT. “Medialine Austria is in the fortunate position of having many different technical IT product specialists who provide us with perfect support on specific issues that arise in everyday life. Outsourcing certain IT tasks makes a lot of sense for us.”

The result: Switch to managed services

Previously, café+co purchased and maintained all servers in all nine countries itself. Then, the data center switched to managed services from Medialine Austria, and all hardware was also sourced from the IT partner via a five-year contract. “This allowed us to reduce from six to two hosts thanks to the more powerful hardware components, and the project has already been completed. This was also a strategic decision for us,” says Daniel Hesse.



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Daniel Hesse, Head of IT & Organisation, café+co International Holding GmbH, Wien

»The switch to managed services with Hyper-V virtualization under Windows, but also in areas such as VMware or standardized IT hardware purchasing - the IT experts at Medialine Austria took over quickly, efficiently, and without fuss, as partners on equal footing.«

IT outsourcing: Focus on your own core areas

On the subject of human resources: „I save myself the trouble of searching for employees with the right expertise. Even if I found the perfect person, there would still be times when they were unavailable due to vacation or other absences. They would be isolated, so to speak, and would be unable to keep up with all aspects of the rapidly evolving IT landscape. What's more, you can't find anyone affordable for these jobs on the market. And even if you did, you'd only have a specialist for a specific topic. However, if I work with a company like Medialine Austria, which offers several trained technicians at this high level, I don't have to worry about staffing issues. We want to concentrate on our own core topics,“ says Daniel Hesse.

Tasks café+co: Jobs at Medialine Austria

As Daniel Hesse reports, the handover point is at the VM. This means that Medialine Austria is responsible for all components of the virtualization platform, such as hosts, network, software, and the backup system, while café+co maintains the operating systems itself. “Our core competence lies in the areas of process development, ERP enhancement, and end-user support,“ says the Head of IT at café+co.

Most IT purchases made through Medialine Austria – what's the advantage?

This involves standard hardware, i.e. notebooks, PCs, monitors, and peripheral devices, including headsets. Not only IT services, but also a large part of café+co's purchasing is handled by Medialine Austria, which has excellent contacts with Dell Technologies. Prices are usually renegotiated intensively once a year, and all café+co country organizations can purchase their IT via a dedicated web shop and handle all logistics through Medialine Austria. The advantage? “Standardization within the company, the ordering process is the same for everyone, target quotas are set once a year and negotiated with Dell, with Medialine Austria always being our point of contact,“ summarizes Daniel Hesse.

Hour quotas also for IT security

café+co had an auditor draw up a task list, went through it step by step with Medialine Austria, and implemented the measures together. "Medialine Austria is also very strong in security, not least thanks to the international experience of its managing director Markus Löschnigg," says Daniel Hesse. "All these issues are dealt with in regular meetings and some are transferred to projects or implemented as part of our team projects.

We work with hourly quotas, discuss certain approvals per year, and book off these quotas. We have never failed to use them up!"

Medialine Austria is a partner on equal footing

"Once you reach a certain size, you have to ask yourself: What can I do myself with the existing team, and what can I outsource to a partner I trust?" – Daniel Hesse, Head of IT & Organization at café+co, describes Medialine Austria as "definitely a partner on equal footing."

"When we offer new projects and new services in the area of infrastructure, we make sure that they are managed services. The issue of security with services that are available on the internet is becoming more and more important every year. If you only dealt with the issue once a year, you would quickly fall victim to an attack. With Medialine Austria, we keep the ball in the air," says Daniel Hesse of café+co with conviction.

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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