



OMV: Desktop Services Agreement with S&T

The customer

OMV is Austria's largest publicly-listed industrial company and one of Europe's leading oil and gas corporations. Founded in 1956, OMV Aktiengesellschaft has consolidated sales of €8.97 billion (FY 2006), a workforce of 40,993 employees, and a market capitalization of approximately €5 billion.

The challenge

OMV Global Solutions, the OMV Group's IT provider needed to reduce IT costs and upgrade enterprise-wide standards while freeing up resources for its core business activities. The desktop services contract and the cooperating with S&T make the management easier, help to optimize the cost structure, and ensure that state-of-the-art communications technology is in use across the entire company.

The project covers operations in 14 European countries and is one of the most important contracts ever signed by S&T.

The Project

The agreement with S&T has been concluded for four years. The contract foresees provision of a range of state-of-the-art services, including consulting for rollout activities, local field services, service desks designed to provide local-language assistance, implementation and maintenance of international standards, monitoring and fine-tuning of security policies, centralized asset and change management, and cost and performance controlling.

The large number of processes and users involved allows S&T to use its full range of business intelligence know-how, from design and implementation to consulting and service management.

Benefit to the customer

- reduction of IT-costs
- more resources for core business activities
- state-of-the-art communications technology across the entire company



"We are very pleased to have found a partner who is capable of supporting so many different services effectively at so many of our sites."

Christian Worlicek, Department Manager of OMV Global Solutions Personal Systems

S&T D-A-CH

With around 800 employees, S&T DACH is one of the largest providers of IT consulting, solutions and services in German-speaking Europe. Bringing S&T Austria together with German, Austrian and Swiss sections of the former IMG concern, which was taken over by S&T in early 2007, to form a single organization bundles the strengths of both parts of the company. S&T DACH is targeting upper mid-sized customers in Germany, Austria and Switzerland, presenting itself as a one-stop IT shop. From management consulting and the optimization of sector-specific business processes based mainly on SAP through to operation and infrastructure optimization, S&T DACH covers the whole spectrum of IT services. S&T DACH is a part of the S&T Group, which, with around 3,150 employees in 22 countries and an preliminary annual turnover in 2007 of 524 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.