



Andritz AG: Information Management & Team Collaboration

The customer

Andritz AG is a global brand leader in the development of high-tech production systems and industrial process solutions. Andritz AG has some 5,900 employees at 30 production and service facilities world-wide and over 100 operating affiliates and distribution firms.

The challenge

To bring 70 branches and some 3,000 users under the one single unified Andritz Group IT system. The system had to be consolidated on the basis of Microsoft products and indexed using Active Directory. In order to make its extensive business productive and keep the IT team manageable, Andritz AG had to begin by examining its organisational base: whilst individual competence centres look after the further strategic development of the whole, local administrators can concentrate on their own fields of responsibility.

The project

Together with S&T Austria as an IT partner, the in-house competence centre for exchange and active directory implemented a monitoring and reporting tool, allowing the availability and performance of the infrastructure to be guaranteed.

The Microsoft Operations Manager (MOM) has access to an extensive knowledge base and at the same time records individual solutions into the company data base. In this way, a specific intelligent monitor is created, which takes into account the special peculiarities of the network. The time needed for trouble-shooting is significantly reduced. Users can retrieve up- and down-times through the web interface and thereby check the availability within the network.

Successfully implemented monitoring has created in parallel a unified platform for a world-wide live communication & collaboration network, drafted and implemented by Andritz in collaboration with S&T Austria. This includes roll-based information management for chat, audio, data exchange or communication from PC to telephone.

Benefit to the customer

- faults are reported proactively and can be immediately attended to.
- TCO costs are significantly reduced
- long-term analysis is available for future investment decisions, which can show up performance bottle-necks.



“Together with S&T, we have been able to arrange for all those responsible to receive and compile all information at the one desk. This step was necessary to guarantee performance.”

Harry Kohlbacher, Competence Centre Manager, Andritz AG

S&T DACH

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 3,100 employees in 22 countries and annual sales in 2007 of 522,2 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.

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