

Systems Maintenance Services

CASE STUDY

Enabling Your IT Infrastructure

When Atmel Corporation wanted to globalise and standardise support of its critical Sun systems, the company knew they needed a trusted partner who would be capable of supporting servers critical to the company's core business of providing semi-conductor components to some of the largest and most innovative companies in the world. Atmel turned to Akibia, already the company's partner for technical support in the United States. Akibia provides support across the United Kingdom, France, Germany and Switzerland, via our central call centre in the Netherlands. Logistics centres across Europe ensure new and replacement parts are delivered quickly, efficiently and at lower overall costs.

Atmel Standardises on Akibia Technical Support

Atmel specialises in designing and creating an extensive product range of semi-conductor components, including microcontrollers, memory, radio frequency circuits, and sensors. Europe is the strategic centre for the company's development, with production sites in Germany, Switzerland, the United Kingdom, Scotland and France. Furthermore, Atmel has several "Design Centres" in Norway, Sweden and Greece, specialising in design, research, and development.

In order to meet the needs of customers who are launching new products with a short time-to-market, Atmel supplies innovative, ready-to-use solutions. Component design is key to Atmel, which mainly uses SUN solutions for its CAD software applications. "For us, the ability to react fast, and technological innovation are two key elements to maintaining our competitiveness," says Claude Grand-Veyre, IT Commodity Team Leader for Atmel Europe. "In order to design the best components on the market, we also rely on high performance computer systems from SUN, requiring optimal support from Akibia."

With the goal of improving its competitiveness and operational efficiency while reducing costs, Atmel assessed its IT infrastructure in France, the United Kingdom, Germany and Switzerland. Atmel had been relying on different distributors and providers for hardware procurement and technical maintenance respectively, leading to substantial losses. The company initiated a new strategy premised on the globalisation and standardisation of its IT purchases and maintenance of its SUN hardware and software with a single provider.



INDUSTRY

Semiconductor Manufacturing

CHALLENGE

Atmel's critical CAD design systems run on Sun Microsystems technology. Because the design systems are integral to providing superior products to their customers, Atmel demands the highest levels of up-time and availability. The company wanted to ensure constant uptime, across its PAN-European operations.

SOLUTION

Atmel chose Akibia as a single Sun technical support provider across Europe.

BUSINESS BENEFITS

With a single point of contact throughout Europe, Atmel was able to standardise its IT operations resulting in cost savings as well as improved performance.

Improved Service Levels and Reduced Costs with Akibia

The project to globalise and standardise SUN equipment and software began in France, where Akibia opened a new logistics facility. Atmel immediately recognised improved service quality levels, particularly in terms of logistics – with a 4-hour, 24/7 service level – while continuing to control costs. After adding Akibia support for a new site in Switzerland, Atmel saw technical maintenance savings of 20%. Akibia’s support was later extended to include the United Kingdom and Germany.

“Apart from technical expertise, we were seeking a partner capable of understanding our requirements who could provide us with on-demand solutions such as participative maintenance or the opening of the Akibia logistics site in Marseille,” Claude Grand-Veyre continues. “Their commitment has made Akibia a true partner of Atmel both at the Pan-European level as well as at the individual country level.”

Today Akibia is Atmel’s single point of contact in Europe through Akibia’s centralised “hotline”, located in the Netherlands and logistics centres, adapted to the specific requirements of each individual country.

“The success of this project depends on the quality of the Akibia “hotline” which, as a result of its responsiveness and technical expertise, enables us to conduct sound diagnostics and problem determination.

“The solution provided by Akibia has enabled us to improve functional, technical, and economic performance in relation to our SUN maintenance. This globalisation has been possible as a result of Akibia’s approach, adapting its solutions to the requirements of each country. The results are tangible – we enjoy them every day”

Claude Grand-Veyre, IT Commodity Team Leader for Atmel Europe

Atmel has achieved a 10% cost reduction in SUN hardware and software maintenance costs, as a result of standardisation of IT and globalisation, based on a single European point of contact.

About Akibia

Akibia provides innovative IT solutions that enable leading companies worldwide to optimise, secure, manage and support their mission-critical data centre and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organisations maximize the value of their existing infrastructure, while mitigating risk and reducing complexity. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe. For more information, please contact us at 1-866-4-AKIBIA (425-4242) or at info@akibia.com. To contact our European Headquarters, please call +31 (0) 318 581950.

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