

# Systems Maintenance Service

## CASE STUDY

Enabling Your IT Infrastructure

DSM NeoResins+ is a leading international customer-oriented business in the field of special resins. The company is based at nine locations in five different countries, and employs 1200 people. DSM NeoResins+ is geared towards applications and concentrates on specific activity segments. The organisation consists of four business units related to these activity segments. Each of these units has a global responsibility, which enables rapid decision-making and reduces the time to market. In accordance with DSM's business strategy, DSM NeoResins+ aims to become one of the global leaders in the fields of safety, health and the environment. One of the company's priorities is the development of resin systems that meet all future environmental standards, according to the principles of the Product Stewardship Guideline. DSM NeoResins+ is a subsidiary of the DSM Resins business group.

### Maximum availability of the server park is the key

The operations of DSM NeoResins+ rely to a considerable extent on a series of business information systems based on SAP. "These SAP systems are vital for both the production of our finished products as well as our administrative processes and others such as sales and logistics", says Michiel Zandbergen, Global IT Manager at DSM NeoResins+ in Waalwijk.

"When we have a problem with our SAP system hardware, it is therefore vital that the problem is solved quickly. We allow a maximum of four hours. If SAP remains unavailable for a longer period, then our production process can be irreparably delayed."

It is therefore only logical that our office in Waalwijk opted for redundant server hardware. "The hardware has been installed redundantly, and we also have an external backup available", says Enrique Sanmartin, Global Service Coordinator at DSM NeoResins+. For years, we have used a support provider that also supplied new parts for the servers and other hardware in the event of a malfunction.

#### DSM NeoResins+ Profile

Branch: chemistry

Main office: the main office is located in Waalwijk, with production and R&D facilities in Zwolle, Hoek van Holland, Meppen (Germany), Parets (Spain), East Providence, Frankfort and Wilmington (US) and Shunde (China).

#### Challenge

DSM NeoResins+ utilises SAP software in order to enable optimal operations. In order to guarantee the availability of these

crucial business information systems, a problem-free server park with maximum availability is vital. Our server farm is installed across two locations in Waalwijk.

#### Solution

Akibia has taken on the support of the SAP hardware, including an on-site stock of 'spare parts. In doing so, they utilise a support process with the priority placed on solving any defects as quickly as possible. As the support is organised according to a process, DSM NeoResins+ can also monitor progress based on a quarterly SLA report.

#### Advantages

Akibia offers hardware-independent support that can be provided in several countries. The lines of communication between the DSM NeoResins+ ICT department and the Akibia staff are very short. In addition, as spare parts are stored on location, Akibia can react very quickly to any system failures and problems. An important advantage for DSM NeoResins+ is also that Akibia can provide support for older server hardware without additional problems.

However, when the contract came up for renewal, the older hardware turned out to be a problem. Zandbergen: “The slightly older hardware still functioned just fine. That is why we wanted to include support for the older systems in the contract as well, for an interesting price. That turned out to be fairly difficult.”

## Solution-oriented approach was decisive

Some of the firms on DSM NeoResins+’s short list were absolutely unwilling to provide support for older hardware, and other providers were only willing to do so at a relatively expensive rate. “And then we came into contact with Akibia”, says Zandbergen.

The way that Akibia approaches support is considerably different than other parties’ methods. Zandbergen: “The first thing we noticed was that Akibia utilises a solution-oriented approach. They also had no problem with supporting older hardware, nor did they charge expensive rates for the service. Akibia also has offices in several countries that we are active in as well, so we can make international agreements regarding support. For us, though, this last point may be the most important: Akibia has placed spare parts on site at our locations. Before, when there was a malfunction, a hard disk or other part first had to be sent by courier. Now we can just get the part from our local supply.”

**“Akibia’s concentration on solutions really appeals to us. When hardware malfunctions, they solve the problem first. Only then do they complete the paperwork. We see the same attitude in the solicited and especially the unsolicited advice provided by Akibia. Their experience helps continue to improve the availability of our systems.”**

*Michiel Zandbergen, Global IT Manager DSM NeoResins+*

## Supporting older hardware and on-site parts lead to significant business advantages

Zandbergen praises the advantages of Akibia’s way of working. “We can continue to rely on the older but still functioning hardware that we use for SAP applications. Where other providers often charge expensive fees for maintaining older systems, Akibia doesn’t have any problem with this form of Extended Support.”

Zandbergen also appreciates the proactive attitude of the Akibia employees. “When we walk through our data centre with an Akibia employee, we see that they pay attention to what is going on around them, and they give advice where necessary. The advantage of an international firm such as Akibia is of course that they work for a relatively large number of clients. The advantage of that is that when they see improvements or other working methods at other clients, they can apply them here to help improve our operation. Apparently, Akibia’s internal knowledge management is in good order, because we are regularly provided with unsolicited advice that later turns out to have big benefits.”

Working proactively is one of the important conditions Zandbergen places on suppliers, but it is certainly not the only requirement that Akibia can meet without problems. “Flexibility is also very important to us”, says Zandbergen. “When we have a technical problem, it has to be solved as quickly as possible. And of course, the administration has to be in order too. But where other firms seem to give precedence to administration above helping the customer, I’ve noticed that Akibia solves our problem first and only then do they do the administration.”