



State Forestry Enterprises: S&T Poland Provides IT Management

The customer

The stated mission of State Forest is to preserve, to extend and sustainably manage forest resources in Poland. The State Forest administers nearly 80% of Poland's forests.

The challenge

S&T Poland is ensuring the smooth operation of IT equipment at the 478 organizational units of Poland's national "State Forests" forestry enterprises. The contract was initiated in January 2008 and runs until the end of 2009 – this is an extension of the previous S&T service agreement with the State Forests that covered HP servers and peripheral devices. The two year contract is valued at 780,000 euros.

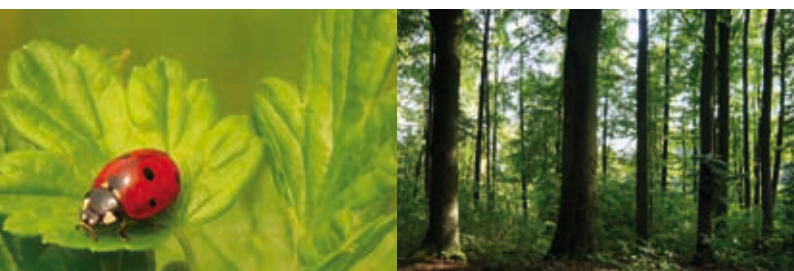
The project

The proposal submitted by S&T convinced the Polish State Forests not just by virtue of its attractive price, but also due to the success of the company's previous cooperation with State Forests' regional branches, forest enterprises, transport units, training and educational sections, as well as other units of the organization. Alongside these factors, S&T experts possess all the necessary qualifications and certification required, as well as profound experience and knowledge of the various versions of the Linux system already used at State Forests.

Service notifications from users at State Forests are submitted to the S&T customer service center and then forwarded to the technicians responsible for the relevant site. Online access to the S&T customer service centre assignment-tracking system allows IT staff at State Forests to continuously monitor the status of any repair or maintenance work and see when IT systems are fully operational. Over their many years of cooperation with State Forests, S&T specialists have acquired expert knowledge about the IT equipment used, together with all the necessary skills and practical experience in handling the various systems and IT apparatus. Consequently, they are able to service and maintain the systems without requiring support from the respective manufacturers.

Benefit to the customer

- rapid handling of service cases
- excellent cost-benefit ratio



S&T Poland

The S&T group of enterprises has been operating in the Polish market since the year 2000. In 2003, S&T took over sites from Fujitsu Services in seven countries, including Poland, and incorporated them into S&T Poland. In 2006, the takeover of Polish ERP specialists BEELC resulted in a huge increase in S&T core competencies. After the takeover of IMG the Information Management Group in spring 2007, the Polish branch has now expanded further with experts from IMG Poland. S&T in Poland currently employs a total of 358 staff in 12 branches.

S&T Poland belongs to the S&T Group, which with more than 3,100 employees and Euro 522,2 million in sales in 2007, S&T is the leading provider of IT consulting, IT solutions and IT services to customers in Central and Eastern Europe, the DACH region (Germany-Austria-Switzerland), Japan and China.

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