



Austria Metall AG: Managed Desktop Services

The customer

For over 60 years, Austria Metall AG has been a technology leader in the aluminium sector. AMAG is the leading provider of high-quality rolled products, customer-designed extruded sections and cast alloys in the form of ingots or liquid aluminium and extrusion billets. The production programme is rounded off with the provision of special processing and service operations.

The challenge

Operational procedures must be carried out with the utmost precision, and with IT-controlled manufacturing techniques where appropriate, to ensure high-quality production – the manufacture of special discs for the aerospace industry, for example. Quality control and quality management are, therefore, of the highest priority. In order to guarantee the highest quality and at the same time operate as efficiently as possible, in-house IT is focussed on core business, whilst logistics and the management of the infrastructure for the production of almost 8,000 components are outsourced to IT partners.

Benefit to the customer

- transparent, plannable costing
- uniform, standardised terminal equipment
- concentration on core business
- measurable quality for IT processes
- flexibility and optimal support for client business

The project

S&T Austria were commissioned to look after the terminal equipment infrastructure with the clear stated aim of significantly raising cost transparency and quality of performance. The project is based on precisely-defined service level agreements for transparent and measurable processes with defined response and recovery times.

In the first major step, the complete terminal equipment infrastructure was brought to a state-of-the-art level and standardised in order to guarantee significant cost saving potentials for future management. The operating processes of the plant underwent major automation and managed interfaces were installed in all other departments.

S&T Austria is currently managing more than 800 client systems with its own personnel "in-situ". Additional personnel are appointed promptly and, where necessary, at short-notice to deal with customer requirements and to guarantee the greatest possible flexibility.



"IT is a strategically important factor for AMAG, but it is not a core competence. IT services are, therefore, purchased externally. We concentrate on the IT strategy, IT control and the operational processes critical to the company's success. We leave the implementation and realisation of IT services to such specialists as S&T. So far, this has proved successful."

Dip. Ing. Hermann Kaineder, MBA, Engineer, CIO Austria Metall 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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