



ISS Facility Services: New data center and Managed Desktop Services

The customer

ISS Facility Services Austria, being the only company of its kind in the whole of Austria, has a countrywide presence and a workforce of approximately 9,500. In 2006, ISS Austria achieved sales of €13 million. ISS was founded in Denmark more than 100 years ago and services more than 125,000 business-to-business clients worldwide. ISS is one of the largest facility services companies in the world and employs over 460,000 staff members in more than 50 countries.

The challenge

ISS had put in place a full outsourcing arrangement for all of its IT and now it wanted to bring some areas back under its own control, and transfer others to a (new) service provider. Therefore there was given the task of setting up a new data center infrastructure and transferring the infrastructure operations and workstation supervision to S&T Austria. Furthermore S&T Austria is taking over maintenance of the new hardware for a period of three years and in addition will be responsible for the operation of the IT equipment of 450 workstations as well as 140 printers at 51 ISS locations throughout Austria for the next five years.

The project

The new data center was planned and set up by S&T Austria and is now being operated by ISS themselves. S&T Austria has been appointed to take care of hardware maintenance for the next three years. This includes all the components necessary for a modern data center: Network infrastructure at 16 locations, including network management, two storage systems, virtualization and consolidation of the server systems, back-up solution, security infrastructure, redundant firewall and connection to 125 mobile users, citrix Farm including applications and applications testing with HP Blade servers.

Furthermore for the next five years, S&T Austria will operate the IT equipment of 450 workstations at ISS, as well as 140 printers at 51 locations. This comprehensive service provision includes the servicing of the existing client environment with defined service levels, the basic installation and launch of new systems, the dismantling and disposal of obsolete equipment, the development and adaptation of installation routines, as well as a complete exchange of hardware within the contract period.

Benefit to the customer

- state-of-the art data center
- servicing of the existing client environment
- hardware maintenance



“S&T Austria recognized our requirements clearly and implemented them. Not only that, but S&T has a countrywide service network. This was just as important a factor in convincing us as the professional planning and implementation which has gone into the whole project.”

Mag. Michael Krottmayer, CFO ISS

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 a part of the S&T Group, which, with more than 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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