

# Optimal Cost and the Highest Quality

## Case Study

### Renault Poland

Renault, which has a presence in 118 countries and employs more than 120,000 people, has 110 years of automaking history behind it. Three brands make up the group: Renault, Dacia and Renault Samsung Motors and for 10 years now it has been active as the Renault-Nissan Alliance. Renault produces some of the safest cars anywhere and 11 of its models won 5 stars in the independent Euro NCAP (European New Car Assessment Programme) crash tests.

The alliance is implementing a balanced and sustainable growth policy and actively engages in environmental protection. All its factories are ISO 14001 certified, while the cars that meet ecological and economic standards are designated as Renault eco2. Renault has been in action on the Polish market since 1991.

### Analysis

Comarch has been providing Renault Poland with IT infrastructure since the year 2000. Smooth cooperation, professionalism and adaptation of IT to individual demands and business development requirements have resulted in the conclusion of another contract. Further cooperation will include switching from the previous structures to a new IT infrastructure based on more efficient solutions.

### Main challenges

The project implementation was divided into several stages for the purpose of facilitating the migration process:

- preparing data center resources,
- preparation of the new version of the application by Renault France,
- implementation of the "pilot" within several branches,
- implementation of a new communication platform,
- migration of the end-user station.

The majority of the projects under realization are adapted to individual customer needs, which requires an original and anti-schematic approach. In this particular case, the main challenge was the migration of the application (prepared in France by Renault) due to the

considerable duration of the implementation process and the fact that the application was implemented for the very first time.

Well-organized cooperation with directors of particular branches allowed for project realization in accordance with the schedule despite the many threats resulting from the dispersed network of branches.

### Why Comarch?

High quality and professionalism were the main criteria for choosing the solution provider. SLA guarantees the highest standards, and the highly qualified managerial personnel ensure the professionalism of the implemented solutions.

The experience and stability of Comarch, which has been active on the Polish and global market for many years, guaranteed the highest standard of the provided services.

### Implementation

The project for Renault Poland was realized within only 6 months (from the day the contract was concluded). The migration process comprised the following areas:

- teleinformation network,
- equipment platform – servers,
- system platform – operational systems,
- security systems,
- end-user infrastructure.

#### Teleinformation network

The network topology was transformed, in order to improve reliability and optimize costs: A dispersed system providing every facility with an Internet connection replaced the previous centrally based solution. Reliability within key branches was increased by means of back-up connections and appropriate network appliances (Cisco Systems).

The particular localities were provided with access to the business application available in the ASP model, and were based on dedicated encrypted VPN tunnels. This solution guarantees security and confidentiality of data transmitted via the Internet.

## The equipment and system platform

The business application requires high availability of the equipment platform, ensuring reliability and efficiency of the applications operation. The entire solution was installed into the Comarch Data Center and the equipment platform for the Renault application was based on IBM solutions (AS 400).

Furthermore, Comarch manages and administers the system platform, which consists of MS Windows operational systems, including advanced directory services.

## Security

Providing security for confidential production data is the key task of the IT systems that form the basis of Renault applications. One of the strategies consists of powerful mechanisms for encrypting the data transmitted between the branches and the processing centre.

Additionally, the Comarch Data Center provides solutions protecting against unauthorized access.

## End-user infrastructure

Changes in the architecture of the *Renault Net Full Internet* application resulted in the necessity for end-user station migration. Realization of this stage of the project involved well-organized management and coordination of operations at particular customer facilities.

## Post-implementation operations

At present, Comarch provides administrative services as well as a teleinformation network and network equipment repair services for Renault branches. The Comarch Data Center hosting service involves specialized Comarch engineers who are responsible for managing and maintaining the equipment and system platform, as well as for the Renault Net Full Internet application helpdesk.

The service agreements guarantee the SLA (Service Level Agreement) level is adjusted to Renault business needs, and the IT infrastructure is subjected to proactive monitoring twenty-four hours a day.

## The potential of the implemented solution

The new solution provides improvement within the following areas:

- reliability and security,
- scalability,
- mobility and flexibility.

The redundant network solutions, along with the high availability of the Comarch Data Center platform, make the implemented solution entirely reliable and secure.

Modifications to the application architecture guarantee access to the business platform from almost every place in the world. The only requirement is secure access to the Internet.

## Business benefits

The rich potential of the solution, that is reliability, scalability and flexibility, results in a wide range of business benefits.

The reliability of the solution reduces the risk of losses resulting from lack of access to the application.

The long-term business benefit is the scalability of the solution, which allows for adjusting the infrastructure to any changes introduced within Renault. The implemented IT infrastructure is flexible, so it will develop with the company's growth.

*The implemented solution is a secure and scalable IT platform which guarantees high efficiency and the availability of Renault Net Full Internet. The system monitoring and the service agreements ensure that the implemented solution provides, and will continue to provide task realization of the highest standard, says Piotr Gurgacz, Project Manager, Comarch.*

## Customer's Voice

High quality and professionalism were the main criteria for choosing the solution provider. SLA guarantees the highest standards, and the qualified managerial personnel and engineers ensure the professionalism of the implemented solutions. In this particular case, the main challenge was the migration of the application (prepared in France by Renault) due to the prolonged time of the implementation process and the fact that the application was implemented for the very first time. The project completion was an undeniable success and Comarch now administers the implemented solution.

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