



A SECURE AND OPTIMAL ENVIRONMENT FOR YOUR BUSINESS

ESSELTE USES THE COMARCH DATA CENTER

ABOUT ESSELTE CORPORATION

The Esselte Group is one of the world's premier manufacturers of organizational solutions. Esselte is a \$1 billion office products company with subsidiaries in 31 countries and distribution in more than 120 countries. The company's products are sold in Europe primarily under the Esselte®, Leitz® and Rapid® brands and in North America primarily under the Pendaflex®, Oxford®, Xyron® Rapid® and Ampad® brands.

Founded in 1913 in Stockholm, Sweden, Esselte Has always been a leading global office supplies manufacturer. Esselte is owned by J.W. Childs , a U.S.-based private equity investment firm.

Esselte is in the process of executing an aggressive three-pronged growth strategy that includes investing heavily in its core brands, making strategic acquisitions that expand the company's brand portfolio or global reach, and leading the industry in organizational excellence.

In 2010 Esselte made two strategic acquisitions: Isaberg Rapid, one of the world's leading companies within the stapling business and American Pad and Paper (Ampad), a leading North American manufacturer of nationally branded and private label office and stationery products.



ANALYSIS OF THE SITUATION

Esselte signed a long term agreement for the hosting and technical support of it's several of it's key systems in the Comarch Data Center. A complete, dedicated server infrastructure provides a platform for its European SAP environment, and corporate e-mail servers. Under the contract, systems are located at the Krakow Comarch Data Center and qualified specialists provide full-service management of the hosted environment, including comprehensive 24/7/365 monitoring.

Esselte selected Comarch after a thorough tender process with a number of potential suppliers. The greatest importance was attributed to the criterion related to the ability to keep stringent SLA parameters, ensuring high availability of systems. In addition, the international company expected that a single, trustworthy site should be able to simultaneously host a number of systems critical to the company.

MAIN CHALLENGES

In 2006 Esselte began a process of creating an IT Shared Service Centre based in Warsaw. As part of this objective, a large data centre based in Germany needed to be re-hosted to a location closer to the SSC.

The challenge, which the project met at outset, was Comarch's ability to satisfy the requirements for the re-hosting of it's SAP, email and support systems from an Esselte data centre to Comarch which included a transition to a new server for it's SAP system. Comarch accomplished the transition in cooperation with Esselte without business disruption – a critical success factor for Esselte.

WHY COMARCH?

Esselte requested RFPs from a number of suppliers. The key criteria for selection involved

- ▶ Company Background and Financial Stability
- ▶ Experience and qualifications of the company and resources.
- ▶ References and relevant project history.
- ▶ Total cost of services over 3 and 5 year contract periods
- ▶ Ability to meet rigorous SLA criteria
- ▶ Ability to collaborate and act as 1 team.

Esselte assessed each vendor based on these criteria and chose the Comarch Data Centre as it's preferred provider.

PROJECT IMPLEMENTATION

The hosting services provided to Esselte mean putting the client's entire business process in the hands of Comarch professionals: from the application level to the entire hardware and system infrastructure. The technological aspect of the project includes separate production and test environments, high availability clusters and shared disk resources that communicate with the hosts via the optical fiber medium (SAN). The solution is based on:

- ▶ RISC architecture machines (IBM System) running under AIX
- ▶ HP and Dell Wintel servers. servers in the x64 technology running the MS OS.

It is also important that providing a **system availability of 99.9% per annum** requires redundancy in all layers of the environment, and thus pertains not only to servers, but also to telecommunication lines and other resources of the center (e.g. security systems, air conditioning or backup power supply).

Engineers at the Comarch Data Center are also responsible for performing security back-up copies and taking care of the infrastructure as it pertains to so called capacity planning and increasing productivity solutions as time passes.

CAPABILITIES OF THE IMPLEMENTED SOLUTION

The system was designed to enable scaling it to the level of 200% of the initial configuration.

As business grows and new business needs emerge, it will be possible to easily implement new functionalities or technologies, such as virtualization

BUSINESS BENEFITS

- ▶ 7x24x365 monitoring and support at lower cost than an internally hosted solution due to a shared resource pool.
- ▶ Stability of a Tier I Data Centre complete with high security, redundant power and network facilities.
- ▶ Application of the **outsourcing model**: Comarch resources handle the infrastructure basics – enabling Esselte to concentrate on delivering application functionality to it's business.
- ▶ Ensuring continuity of key systems and data availability and security,

The biggest challenge in this project was to transfer the client's complete infrastructure from a German server facility to the Comarch Data Center in Krakow. As usual, the problem was time. The client required that the service interruption should not be longer than one weekend. Thanks to the great commitment of Comarch engineers we were able to meet the requirements of the customer." - Rafal

Głąb, Project Coordinator

Client's comment

We have found Comarch to be a supplier that is flexible, cost effective and responsive to our evolving business. The uptime for our servers has been very good and Comarch remains committed to meeting our ever increasing demands for exquisite execution in our IT operations.

