

The SBB is on an excellent track with IT resources on demand.

.....T.....Systems.....



The smart track: improve capacity and save costs.

For over 10 years, the Swiss Federal Railways, SBB have been relying on their ICT provider T-Systems. At that time, over ten years ago, SBB outsourced their IT activities for the first time to ATAG-debis Informatik AG which was later acquired by T-Systems. With a new request for tenders for the outsourcing contract in 2005, SBB pursued several objectives. In addition to cost reductions, greater transparency and flexibility, SBB also sought a technology partnership to be able to support ad hoc internal developments with state-of-the-art systems. T-Systems now fulfills all these requirements with a wide range of services. Thus, for instance, T-Systems is responsible for all key data center infrastructures such as mainframes, database systems, storage systems, security facilities, server farms, and disaster risk management. Likewise, T-Systems is also responsible for the e-mail and team services platforms. By using T-Systems' Dynamic Services, SBB is progressing along another advanced path to ensure the best possible balance between IT resources, innovation capacity and costs. In the process, SBB benefits from unlimited flexibility in terms of computing power.

At a glance.

- Full service outsourcing
- Flexible, variable provision of IT computing power through Dynamic Services
- Dynamic, user-dependent billing model
- No high-cost IT overcapacity

The reference project in detail.

The customer. Modern, dynamic, customer-oriented – this is how we perceive SBB. Over 322 million passengers and almost 54 million net tons of freight are transported each year by SBB whose trains cover more than 800 stations and halts with an hourly or half-hourly service frequency. Nearly 28,000 employees work round the clock to ensure safe and punctual train services. Of course, the claim to modernity and innovative solutions applies not only to the rail network but also for all IT operations.

The requirements. “Stoppage” is a term that is naturally not in the vocabulary of a modern transportation company such as SBB. With the implementation of the sourcing strategy, SBB IT focuses on innovation and technological competency. SBB intends to ensure the sustainable operation of the rail network with the integration of technological developments. For the economical operation of the overall “public transportation system in Switzerland”, it is also essential to have the minimum expenditure when dealing with peak loads in computing capacity. In everyday operations, additional computing power of up to 80% is required regularly for process optimization and other extra, unplanned processes. For instance, system resources for development and test environments with different operating systems must be ready at relatively short notice. For the future partnership with the ICT provider, SBB pursued the ambitious goal of flexibly increasing and decreasing computing power at all times, ensuring at the same time full cost and performance transparency and guaranteeing that these operational costs are kept at a minimum. An additional requirement was the cost-effective platform solution for communications.

The solution. Apart from its technical know-how, T-Systems had full knowledge of SBB's business processes and the analysis of all their requirements. To deal with the issue of “reduce costs, increase capacity”, T-Systems began looking for a standardized solution with sufficient flexibility and flexibly manageable capacities – and found Dynamic Services. Thus, T-Systems operates key data center infrastructures such as mainframes, database systems, storage systems and server farms for SBB at T-Systems' own data center. Maintenance and monitoring by T-Systems ensure permanent and reliable trouble-free operation. A disaster recovery concept was developed for emergencies. This concept is based on both of the geographically separated, mirrored data centers. If necessary, one data center steps in to handle the tasks of the other. Thanks to this overall capacity provided by T-Systems, SBB can fully rely on maximum availability.

The dynamic partitioning of processors, memories and I/O channels ensures that the customer always gets the exact IT infrastructure which they require at that moment. Within three days, the customer can order additional server capacities from T-Systems and terminate this order within one working day. T-Systems provides Dynamic Services servers in different, variable performance classes: for development requirements with low service levels as well as for productive applications with demanding service levels.

Furthermore, SBB uses – with Dynamic Services for Microsoft® Exchange – the cost-effective solution for flexible billing of the T-Systems' messaging and collaboration platform, including BlackBerry and OneBridge mobile integration, round the clock. This solution, with about 30,000 mailboxes, is one of the largest – and cheapest – platforms in Switzerland.

Customer benefits. With Dynamic Services, T-Systems offers SBB an operational model for the IT infrastructure which is no longer limited due to physical restrictions but is dynamic and prompt in meeting current performance requirements. The excellent cooperation between T-Systems and SBB ensures that the IT operations can be adapted flexibly to meet actual requirements during peak loads without having to set aside and pay for constantly unused excess capacity.

Charges are based on the pay-per-use principle in case of a specified maximum number of active users per month. The savings potential of this Dynamic Services IT infrastructure is up to 30% of the costs compared to conventional, dedicated IT solutions. Moreover, the customer does not need to invest in any hardware or software.

Benefits.

- Full outsourcing with Dynamic Services involvement
- All services from a single source
- Dynamic capacity adjustment and enhancement of computing power
- No long-term, unused overcapacities
- No fixed investments in hardware or software on the customer's part
- A dynamic pricing model ensures cost reduction based on actual consumption
- Up to 30% cost savings compared to conventional solutions
- Unlimited, future-proof, upgradeable IT system



Contact:

T-Systems Switzerland Ltd.
Industriestrasse 21
3052 Zollikofen
Phone: +41 848 11 22 11
www.t-systems.ch

Published by:
T-Systems International GmbH
Marketing
Hahnstraße 43d
60528 Frankfurt am Main