

## CUSTOMER STORY

# A FORWARD-LOOKING PARTNERSHIP



**Computacenter operates all Koelnmesse central applications within a virtualised storage environment.**

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### SERVICES

- Managed Data Center
- Consultancy Services
- End User Analytics Advisory Services
- Mobile Device Management
- Support & Maintenance Services
- Private Cloud
- Enterprise Applications

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### USER EXPERIENCE

- Improved performance
- Improved user satisfaction

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### BUSINESS IMPACT

- Improves sustainability
  - Increases security
  - Strengthens competitive advantage
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### OBJECTIVE

Before Computacenter took over the Koelnmesse GmbH (Cologne Trade Fair Company) IT operations in 2011, central applications frequently failed and disrupted the trade fair events. Since then, the situation has completely changed. The two companies have continuously developed their partnership over the years.

With the current service contract about to expire, Koelnmesse once again chose Computacenter to be its central IT service provider. The fact that it extended the contract by another five years reflects the company's high levels of satisfaction with the services provided by Computacenter.

### SOLUTION

Computacenter operates all Koelnmesse central applications in a virtualised storage environment, based on the FlexPod architecture at its data center in Frankfurt. Computacenter is also responsible for the operation of all IT end user devices at Koelnmesse, as well as the central Service Desk in Cologne.

### OUTCOME

Since the two companies entered into partnership, all Koelnmesse central applications have been stable and reliable. This solution provided by Computacenter also forms a strategic basis for continuous development of all IT workstations at Koelnmesse.



The private cloud at Computacenter enables us to make sure that all events go smoothly. We have a close, trusting relationship with Computacenter. It was therefore only logical that this partnership should continue over the next few years.

**Achim Stolzki,**  
Central Division Manager IT,  
Koelnmesse



## OBJECTIVE

### A complete overhaul of the entire IT infrastructure

When its existing leasing and service contract expired in 2011, Koelnmesse was faced with the task of renewing its entire IT infrastructure from scratch. Around 630 employees and up to 600 freelance associates use this infrastructure, as well as up to 6,000 external trade fair workers in peak periods.

Both core and distributed IT is required at the events, as IT systems are installed and dismantled across the entire trade fair site as required. The secure operation of central applications and the trade fair access system, with ticket recognition at the entrance barriers, and the visitor information system is particularly critical for the preparation and organisation of every trade fair.

## SOLUTION

### Private Cloud at the Computacenter data center in Frankfurt

For Koelnmesse, Computacenter designed an advanced concept based on a Private Cloud, which it has continued to develop over the years. All central applications and services are provided by the Computacenter data center in Frankfurt. The FlexPod architecture is used, which is provided by the technology partners Cisco, NetApp and VMware. Within this architecture, servers, storage systems and virtualisation software are integrated, which simplifies component management, development and operations.

Computacenter also manages and monitors the operation of the Fairmate ticket and visitor management system from Dimedis. This is used to manage visitor flows on the trade fair site. Fairmate is operated within the IT environment across the whole Cologne trade fair complex. Computacenter also provides the visitor service and Service Desk for the IT workstations.

“We relocated the Service Desk from Berlin to Cologne, at the request of the trade fair company, in order to provide more intensive on-site support. The Service Management Team at Koelnmesse and Computacenter work together very closely,” says Thomas Canalejas, Service Delivery Manager Area West at Computacenter.

In addition, Computacenter operates the BlackBerry infrastructure, on which iOS and Android devices are hosted, and operates Mobile Device Management for the mobile devices of Koelnmesse employees.

## OUTCOME

### Maximum system performance and availability

Since the partnership began, the comprehensive Managed Services Contract with Computacenter has guaranteed the stable operation of all central applications and the trade fair access system for Koelnmesse. Since then, system performance and availability have consistently been at maximum level. The same applies to the Service Desk in Cologne and on-site support.



Within this partnership,  
over the years,  
Computacenter has  
grown into the role of  
lead provider.

**Thomas Canalejas**  
**Service Delivery Manager**  
**Computacenter**



The quality of the services was decisive for Koelnmesse when it came to extending the service contract with Computacenter. The current device, network infrastructure and virtualised data center infrastructure form the basis of the continuous development of IT operations at Koelnmesse. All Koelnmesse infrastructure services and applications are operated and maintained centrally at the Computacenter data center.

“Within this partnership, over the years, Computacenter has grown into the role of lead provider. For this reason, Koelnmesse has transferred more and more management tasks to us,” says Thomas Canalejas.

Responding to an employee survey, Koelnmesse has also developed and implemented a solution for the further development of IT workstations. It has done this with Computacenter and the Fraunhofer-Institut für Arbeitswirtschaft und Organisation (IAO) in Stuttgart, and it is based on Microsoft Office 365 and Windows 10. This has made it possible to use and integrate mobile and private devices into the Koelnmesse IT systems, while also developing home workstations.

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## ABOUT KOELNMESSE GMBH

Koelnmesse is the No.1 trade fair venue for a wide range of sectors. Visitors and exhibitors from all over the world come to Cologne, in order to present products/trends and conduct international business at the world's sixth biggest trade fair complex. Every year, Koelnmesse organizes and conducts more than 80 trade fairs, exhibitions, guest events, and special events in Cologne and in the world's most important markets. In 2016, Koelnmesse pushed ahead with its sustainable, positive development with one of its best ever trade fair years. At 274 million Euros, the group's turnover is over 17 million above target.

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## MORE INFORMATION

To find out more, please send a mail to [communications.germany@computacenter.com](mailto:communications.germany@computacenter.com)

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