



# Allianz Elementar Versicherungs-AG

## Centralized management of complex IT structures

With some 3,000 employees, Allianz Elementar Versicherungs-AG is one of the top four insurance companies in Austria. Since 1996, Siemens IT Solutions and Services has been in charge of operating its entire IT structure and managing all the related hardware after having set up all the local components of its information technology system. With the help of service management, it was possible to sustainably optimize the IT operations management processes of Allianz Elementar Versicherungs-AG.

### The project

In 1996, Allianz Elementar Versicherungs-AG undertook a complete restructuring of its information technology, migrating from a host application to a client-server infrastructure. In parallel, the insurance company decided to fully outsource day-to-day business operations to Siemens in order to focus primarily on its core business. To ensure the smooth functioning of the system

at all times, a centralized service management functionality was developed in close consultation with Allianz to ensure professional management for the complex IT structures at all 270 Allianz branch offices. Currently, Siemens is managing approximately 1,000 desktop systems, 1,700 notebook systems, 300 server systems, 1,000 laser printers and 1,500 notebook printers for Allianz. A help desk and a call management center are available as single point of contact for all users, including those working in the field.

### The challenge

- Migration from host application to client-server application
- Establishment of the necessary infrastructure and support structure
- Implementation of the solution
- Support for the entire client-server infrastructure
- Processing of user inquiries
- Management of hardware maintenance activities
- Guaranteeing operation continuity



"A collaboration based on mutual trust is just as important when it comes to quality in IT structure management as the consistent monitoring of service level agreements based on a corresponding reporting system. After seven years of successful partnership with Siemens IT Solutions and Services, we can only confirm that this is true."

Gerhard Spatt, Head of Process Management Department

### The solution

Siemens IT Solutions and Services acted as general contractor for Allianz, implementing the client-server infrastructure and organizing the corresponding roll-out. Based on Remedy ARS, a help desk and a call management center have been set up as single point of contact for all users, including those working in the field. In addition to operations management, Siemens has also assumed the responsibility for problem management. The scope of services delivered to Allianz also includes the design, installation and operation of a Tivoli-based monitoring system, which covers all network components as well as some 300 server systems. Siemens IT Solutions and Services provides second level support for all Microsoft Office products, operating systems, Lotus Notes and Novell and is in charge of data backup, software distribution, change management and ongoing rollouts and process optimizations. In addition, Siemens IT Solutions and Services also has overall responsibility for hardware services for Allianz.

### Our contribution

- Establishment of a client-server infrastructure as general contractor, including rollout
- Establishment and operation of a help desk and call management center
- Design, establishment and operation of a monitoring system
- Data backup, software distribution and change management
- Ongoing process optimization
- Service management – overall responsibility for hardware services

### Benefits for Allianz Elementar Versicherungs-AG, Austria

- Definition of the scope of the information security management system
- Uniform infrastructure at all branch offices
- IT risk analysis
- Interface for all service requests
- Responsibility for overall operations entrusted to a professional partner
- Compliance of service level agreements and reduced workload for the help desks
- Ongoing optimization and quality improvements
- Hardware delivery and support provided by a partner
- Optimization of IT costs
- Focus on core business through professional outsourcing



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