

## Nestlé decides in favour of ICT out-tasking with Managed Services from COLT Telecom



### Client:

Neversa eG

### Sector:

Pensions and insurance

### Challenge:

Develop an integrated solution for all data transmission and telephony via one platform.

### COLT Products and Services:

COLT VoIP Access  
 COLT IP Voice Solutions  
 COLT Utility Services  
 COLT Data Centre and Colocation  
 COLT Managed Hosted Switching  
 COLT Managed Hosted Firewall  
 COLT Managed Hosted Server  
 COLT Managed Storage  
 COLT Backup & Restore  
 COLT Monitoring

COLT Telecom is implementing IP-based data and voice transmission “on demand” from one single source. Thanks to selective ICT outsourcing, the company Neversa - Dienstleistungen für betriebliche Versorgungssysteme eG is able to concentrate on its core business and increase flexibility in its IT department.

Neversa eG primarily takes care of the company pension plan for employees of the Nestlé Group. As the company decided to cease utilising the IT services of Nestlé Deutschland AG, it faced the dual challenge of focussing on its core expertise whilst at the same time purchasing all the IT and telecoms products and services which are essential to its operations, at a cost-effective price. The key issues were to increase the flexibility, availability and efficiency of the entire IT and telecoms infrastructure, as well as observing the legal requirements for the business operations of a financial services provider under the guidelines set by the German Federal Financial Supervisory Authority [Bundesanstalt für Finanzdienstleistungen (BaFin)].

In Spring 2008, Neversa took a great leap forward: The company outsourced its entire IT department and moved to an integrated IT and telecoms solution from one source. COLT Telecom is now responsible for all IT operations, as well as for all telephony at Neversa eG.

Concentrating on core competencies played a critical role in this process and the decision to outsource the ICT infrastructure. COLT Managed Services offer modular IT and

telecoms solutions. All relevant software applications are provided “on demand”. Whether it is specific applications, standard Office programs or the internet, the IT is provided independently of terminal type, time or location at the touch of a button via one or more of COLT’s 18 high-security data centres in Europe. With no installation or maintenance operations for the customer to worry about, COLT offers an integrated solution from one single source with everything provided ready to go, from the desktop to the software, and right down to IP telephony.

### Convergence: COLT Telecom implements integrated voice and data solution

Doing away with all licensing and updating work, COLT Managed Services uses the utility platform in the COLT data centres to offer need-based usage and therefore also usage-based billing, meaning that the service can be adapted in line with business operations and any unnecessary costs accruing on the IT budget can be avoided. Maximum security as well as data back-up operations are compulsory and are implemented as an integrated service through the Managed Security and Managed Backup & Storage modules. The COLT services also cover the latest IP voice solutions in the shape of COLT VoIP Access. Neversa has therefore decided



“We want to concentrate on our core competency. COLT Telecom provides us with a comprehensive solution from one single source, ensuring maximum flexibility with reduced costs.”

Gerhard Latza, Neversa eG

in favour of voice and data transmission based on a convergent IP network. With this solution, business customers can make their internal and external calls without having to invest in phone lines or expensive gateways. All calls are routed by COLT between the IP network and the public PSTN. The solution for the latest office communications ranges right down to the terminal as a hard or soft phone at a workstation.

The benefits are clear: greater efficiency and more flexibility in overall company communications and in providing business applications across a universal platform. Reduced costs with high quality were the key decision-making factor for Neversa to use the VoIP solution. All applications are provided centrally in the data centre in Frankfurt and can be used by employees using flexible terminals. It is no longer necessary to install the applications locally on each desktop PC. This means that in addition to Microsoft Office products, employees can also be provided with more applications specific to their sector.

COLT Telecom provides the convergent ICT solution based on a virtual server in their own data centre in Frankfurt. Virtual servers can provide a service in the same way as a dedicated server which is configured only for one specific task. In comparison, virtual servers offer increased availability and flexibility. All virtual servers are connected to the network with additional redundancy, and the network is connected directly to Neversa via the COLT fibre optic backbone. Unlike previous solutions that had considerable performance reserves for peak load times but were therefore not used with optimum efficiency in everyday operation, Neversa now has virtualised server architecture at its fingertips, with a high level of variability.

**Company profile:**

Neversa eG operates the company pension plan for employees of Nestlé Deutschland AG and other contributing companies financed by Nestlé Pensionskasse VVaG or Nestlé Versorgungskasse GmbH, and is also an insurance service provider for processing group insurance for Nestlé Deutschland.