

Multinational manufacturing business transforms global IT services with Cisco



EXECUTIVE SUMMARY	
CUSTOMER NAME	• REHAU
LOCATION	• Rehau, Germany
INDUSTRY	• Manufacturing
COMPANY SIZE	• 15,000 employees
BUSINESS CHALLENGE	<ul style="list-style-type: none"> • Help a global business to deliver localised customer service • Make the IT function more efficient and cost effective • Improve the performance of central, enterprise business applications
NETWORK SOLUTION	<ul style="list-style-type: none"> • Cisco Data Centre Network Architecture • Cisco® Wide Area Application Services (WAAS) solution
BUSINESS VALUE	<ul style="list-style-type: none"> • Delivers a €15k estimated saving in reduced server management costs over three years per branch location • Cuts downloading files from collaboration portals from a minute to three seconds • Time to market for new services cut from months to a week • Reduces branch IT support time by an hour a day • Improves WAN optimisation by 50 percent, reduces server footprint by half • Fosters a perception change of IT from box shifter to service provider

A Cisco Data Centre Networking Solution is enabling REHAU, a premium brand for polymer solutions, to save IT management costs and significantly improve the provision of global IT services.

Business Challenge

REHAU is a worldwide leading system manufacturer in the fields of construction, automotive and industry. As a development partner in the automobile industry, the polymer specialist's products are in every third car produced in Europe. The independent family-owned company also offers complex systems for construction, for example in the renewable energies sector, and is an innovative developer and supplier of the furniture and the household appliance industry and for the aviation and aerospace sectors. REHAU looks back on more than 50 years of successful company history and employs more than 15,000 employees at 170 locations around the globe.

One of REHAU's key business strategies is to be a global organisation, while retaining the ability to deliver a local service to customers. While many operations and functions of the business are centralised in order to realise economies of scale, REHAU supports a presence in many parts of the world. For example, REHAU has some 30 manufacturing locations around the world and, as Ralf Kosczor, IT team leader at REHAU, says, "We go where our customers are and we try to be a local company in each country. It is very important to the business that we can deliver a local service, but still have our staff and our locations connected centrally."

Supporting this strategy are hundreds of collaborative tools developed using application like IBM Lotus Notes and Microsoft Sharepoint. Globally, these support the business in establishing and delivering consistency and common standards for best practice and business processes. For example a Lotus Notes based system that records customer queries and complaints enables specific issues to be dealt with locally, while giving management an overview of customer feedback, trends and recurring problems. Regional staff benefit from adopting enterprise-wide standards and practises, but are still able to provide a localised service tailored to the needs and cultural difference of their own customers.

In addition, REHAU wanted to make its global computing infrastructure both easier and more cost effective to manage. Several enterprise applications, such as SAP, are already consolidated and hosted in REHAU's data centre at the company's IT headquarters in the town of Rehau. However, all of its 170 branch offices and locations still had file and email servers on site as well as many Lotus Notes database applications. Part of REHAU's review of its infrastructure was also directed at improving the speed and access to centralised applications for branch offices. For some centralised collaboration applications, it was taking staff in remote locations 60 seconds to download files.



When REHAU started looking for a solution, it tested a number of products in the market, but after a very successful pilot at a 15-person office in Riga, Latvia, REHAU took a strategic decision to deploy Cisco Wide Area Application Services (WAAS) across the worldwide organisation. Cisco also offered REHAU a more secure and risk-free option and the ability to provide global support.

Network Solution

REHAU is deploying a Cisco WAAS solution as part of its global Cisco Data Centre Network architecture. REHAU has already deployed a Cisco Wide Area Network (WAN) which connects up Cisco Local Area Networks (LANs) at each location to create a global Cisco network infrastructure. Using this network, REHAU is deploying Cisco WAAS, initially to 25 locations and then to further worldwide locations. Six sites around the world have already been completed.

“One of the key benefits of Cisco is the ability to improve the way REHAU staff are able to collaborate globally. As a result of the Cisco WAAS solution, we expect WAN performance to improve by 50 percent. This means that branch offices can access and use centrally hosted collaboration applications like Microsoft Sharepoint and Lotus Notes more effectively. Before using Cisco WAAS downloading a file from a collaboration portal was taking around 60 seconds and now it takes just two to three seconds.”

Stefan Kristen, Senior Systems Administrator, REHAU

REHAU started with pilot project in Latvia in Riga to evaluate the impact of bringing local file and email servers, and IBM Lotus Notes databases and applications into the data centre in Rehau. One of the staff in Riga, responsible for server operations, has been able to save an hour a day now that the support and maintenance operations are managed centrally.

Cisco WAAS is being deployed to both small branch offices and larger sites. One of the company's regional administration centres near Nürnberg in Germany has 600 staff and is linked to Cisco WAN via a 50Megabit connection. REHAU is removing all of this site's servers and replacing them with Cisco WAAS and LAN products so that all applications and services will be hosted in the data centre and accessed remotely.

The Cisco WAAS solution at REHAU is being implemented by T-Systems, a Cisco Gold Certified Partner.

Business Results

The Cisco WAAS solution is having a significant and positive impact on the business operations and IT service provision of REHAU, from reducing costs to improving worldwide access to key business applications. It is enabling REHAU to pull virtually all of its business applications away from remote sites into its data centre.

REHAU estimates that just by removing server management at local offices, it will save around €15,000 per location over three years. There will be additional savings by reducing server hardware the business needs and savings from rationalising IT management and maintenance operations in the data centre. REHAU expects to reduce its server footprint by half.

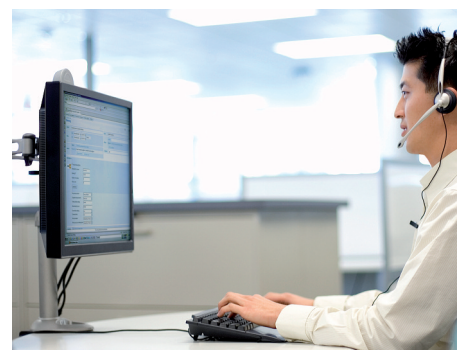
REHAU can also deliver new services, such as setting up project or departmental collaboration portals, faster to the business because of existing capacity in the data centre can be provisioned quickly and branch offices only need a Cisco WAAS appliance installed. Time to market now

depends on how fast REHAU can deliver the Cisco WAAS equipment to the site. Before the company would have to plan, purchase and deploy a whole range of products to provide a computing service to a particular location. This could take three months if everything went to plan, but with Cisco WAAS the same service can be delivered within a week.

Stefan Kristen, senior systems administrator for REHAU, says, "One of the key benefits of Cisco is the ability to improve the way REHAU staff are able to collaborate globally. As a result of the Cisco WAAS solution, we expect WAN performance to improve by 50 percent. This means that branch offices can access and use centrally hosted collaboration applications like Microsoft Sharepoint and Lotus Notes more effectively. Before using Cisco WAAS downloading a file from a collaboration portal was taking around 60 seconds and now it takes just two to three seconds."

Kristen adds, "The Cisco technology has been part of a subtle change in the way we think about the

provision of IT to the business. IT staff, for example, used to talk about systems, machines and boxes. Now, it's all about services. We are offering a service and acting as service centre for the whole group and the nearer we can get to the goal of delivering services and not boxes the better."



PRODUCT LIST

Routing and Switching

- Cisco 2800 Series Integrated Services Routers
- Cisco 3800 Series Integrated Services Routers
- Cisco 1800 Series Integrated Services Routers
- Cisco 800 Series Routers
- Cisco Catalyst 2950 Series Switches
- Cisco Catalyst 2960 Series Switches
- Cisco Catalyst 3560 Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 6500 Series Switches

Application Networking

- Cisco Wide Area Application Services (WAAS) Software
- Cisco Wide Area Application Engine (WAE) Appliances

**Americas Headquarters**

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

©2008 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0609R)

Printed in the UK

The Print Consultancy (01483 771211) / Apr 08