



CEMEX Polska Sp. z o.o., Warsaw

itelligence manages CEMEX's network infrastructure

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Jacek Majewski, IT Infrastructure & Applications Manager at CEMEX Polska

itelligence

Dozens of locations connected in a single network

Network management requires partnership building

IT outsourcing consists of a number of services, one of which is the comprehensive maintenance and management of a company's information and communications technology (ICT) network. This is the focus of the cooperation between itelligence and CEMEX, which is based on an agreement on the full outsourcing of the domestic WAN network connecting the Polish locations of the construction materials manufacturer. itelligence's experts manage an ICT network covering over 60 branches of CEMEX all over Poland, which they have also developed, designed and built. An ICT network plays a vital role in the functioning of a multi-branch company – if it did not operate correctly, it would be virtually impossible to maintain ongoing communication between the company's branches or to coordinate and supervise the central sales system, e-mail, the intranet or VOIP telephony. In CEMEX's case the network is not a finished and closed structure, but expands as the company develops and new locations are added. Besides a few major centres, there are also a number of small locations dispersed all over the country, often in areas where technological penetration is limited.

Shared support

Before the agreement with itelligence on comprehensive management services was concluded, a number of companies had supervised the CEMEX's network.

"Our network was divided into two parts, one of which was managed by itelligence and the other by a telecommunications provider. Overall supervision was handled by a member of CEMEX's IT team. It was no easy task to manage a solution consisting of diverse elements," says Jacek Majewski, IT Infrastructure & Applications Manager at CEMEX Polska.

Due to the limited scope of their operations, telecom providers were unable to provide the network parameters required by CEMEX in all locations. As the company opened new branches, it had to employ further telecom providers, which gave rise to the problem of integrating the entire infrastructure. The network was also continually expanding as CEMEX took over Polish companies. The network of connections thus became highly complex.

Central supervision

Eventually, CEMEX's head office decided that a single service provider should supervise a network connecting all the Polish branches. A tender procedure was carried out for network infrastructure maintenance and the best bid, that of itelligence, was selected. "Our choice of partner was mainly determined by the outsourcer's experienced, highly-qualified staff and its excellent relations with telecommunications service providers," explains Jacek Majewski.

Meeting the strict requirements of CEMEX's head office was no easy task. For example, it required that key company locations be linked by duplicate connections. To improve security, each connection was to be managed by a different operator.

"Meeting this challenge called for the highest level of cooperation. We proved that an integrator can establish partnerships with a number of telecom providers and combine their services in a single project," says Ryszard Mamoń, Network Technical Support Manager at itelligence.

CEMEX

CEMEX is a global manufacturer of cement, ready-mix concrete and aggregates. The company has been supplying top-quality construction materials for over 100 years to customers in over 50 countries on five continents. It is listed on the New York Stock Exchange (NYSE) and the Mexican Stock Exchange (BMV).

CEMEX has operated on the Polish market since March 2005.

Its manufacturing base in Poland consists of two cement plants in Rudniki and Chełm, eight aggregate quarries and a chain of 40 ready-mix concrete plants, the largest in Poland. CEMEX employs nearly 1,300 staff in Poland. You can find more information at www.cemex.com and www.cemex.pl



Tangible benefits

The change in the management of the network was carried out in stages. The priority was to take over the locations from the “old” WAN provider, after which the network previously managed by itelligence was reconfigured. Subsequent steps included preparing connection back-ups, working on locations which were not easily accessible for telecom providers, launching technical support channels, and starting up a monitoring system for the entire network infrastructure. The agreement with itelligence allowed CEMEX to substantially reduce its network management costs and simplify day-to-day connection maintenance. The fact that a single company is responsible for supervising the entire network also means that CEMEX receives a single invoice for the combined services of several telecom companies.

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Another key element of the cooperation is guaranteeing network availability and ensuring the highest standards of security. itelligence guarantees that the WAN network will be fully secure. The agreement also provides that it must keep to defined response times and network downtime rates and also specific time limits for making repairs. itelligence also provides CEMEX

with a 24-hour Service Desk. The Service Desk specialists carry out a preliminary assessment of the type of problems reported, register assistance requests and either solve the problems themselves if they are straightforward or refer them to experts in a given field. CEMEX can also access its service requests at all times and monitor their progress in detail.

Continuous development

CEMEX’s branches include not only offices in large cities, but also gravel pits, quarries, transportation terminals and mobile concrete plants which operate for six to 12 months near a construction site and change their location following the completion of a construction project, and all these facilities need to be connected to the head office in Poland. In order to serve these locations, which often have limited access to IT infrastructure, sometimes without even a power supply or a GSM signal, itelligence’s experts had to seek out the most effective of the available technologies. “We have cooperated with itelligence for many years; we have confidence in its personnel and their expertise and often feel that they are part of our team. For me the important thing in our day-to-day cooperation with itelligence is the fact that its specialists are highly flexible and often exceed the standards provided for in the agreement. This is vital when a problem arises at the interface of the network and other IT infrastructure, i.e. where areas of responsibility overlap. itelligence never lets us down when we are faced with such problems,” says Jacek Majewski.



Budujemy przyszłość™

Name:
CEMEX Polska Sp. z o.o.

Industry:
Materiały budowlane

Size of company:
1300 pracowników

Headquarter:
Warszawa



Full commitment

The network is well-organised and transparent and also fully redundant. In line with CEMEX's most stringent requirements regarding network connection security, in critical locations each component of infrastructure at risk of failure is duplicated. Itelligence also provides an interface to CEMEX's international WAN network via two connections in two different geographical locations.

"For me the most important thing in our cooperation with Itelligence on this project is the commitment demonstrated by project participants and their full accountability for the implementation work, as well as the fact that on both sides the team was continually on alert and ready to act, despite the long duration of the project," says Jacek Majewski.

"I know from my daily contacts with CEMEX personnel that they appreciate our enthusiasm and cooperativeness. They see at first hand how flexible we are in our work which, in contrast to telecommunications providers, is not limited to the framework of our own infrastructure but focuses on searching for the root cause of a problem and includes a diagnosis of the entire external environment. We try to respond to CEMEX's needs as quickly as possible and offer advice and assistance to ensure smooth operation of the areas we are responsible for," says Ryszard Mamoń.

A reliable partner

Itelligence has provided services to CEMEX for more than a decade, which include both SAP implementation, server hosting and managing part of the WAN network.

"Our cooperation began with the implementation of SAP software and its outsourcing. The centralised system

forced us to establish a network connecting the company's branches. Today we provide comprehensive management services for the entire CEMEX Polska network infrastructure," says Ryszard Mamoń.

Facts

Solution

Comprehensive ICT network management ensuring communication between over 60 locations.

Areas of cooperation:

- Developing the concept of a network using various transmission formats
- Managing a network that connects branches operating all over the country
- Managing interfaces with CEMEX's international WAN network
- Supervising the services of telecom operators providing connections
- Optimising data transmission in the network

Benefits

- Reduced costs due to the introduction of comprehensive management of the network connecting CEMEX's branches
- More efficient work in manufacturing plants
- System security and a guarantee of the best possible technical support
- A reduction of the workload of the company's IT department, allowing its employees to be assigned different tasks
- The possibility of quickly taking action and responding to market changes and customers' needs
- An increase in the company's competitiveness by enabling secure and effective communication