

Gigaset Communications GmbH, Düsseldorf, Germany

Long-Standing Business Relationships Thanks to High Service Quality “Made in Germany”

 We have relied on itelligence AG’s services for more than seven years. Continuous cooperation with the same experts is extremely important for us. Our regular contacts know our requirements and our systems, allowing them to respond flexibly to both at all times.

Stefan Beckmann, Head of Information Technology, Gigaset Communications GmbH

Challenges

- Search for a reliable service partner
- Services to be provided from Germany
- Need for assistance to establish an internal Customer Competence Center

Benefits

- Many years of high service quality thanks to consistent contact persons at itelligence
- Transfer of expertise for the internal Customer Competence Center at Gigaset
- Continuous system monitoring ensures compliance

Solutions

- Managed Hosting at itelligence’s Bautzen data center
- Application Management Services performed by SAP experts in Bielefeld

Why itelligence?

- itelligence as a flexible business partner
- One-stop consulting, Managed Hosting and Application Management Services

Successful
business partners
for more than

7
years





Comprehensive Services from a Single Source

Gigaset Communications GmbH is a premium manufacturer of DECT telephones, tablets and smartphones. The European market leader develops and distributes innovative business communication solutions for SMEs. Product tests regularly confirm the high quality of Gigaset's products. In terms of design, the telephones stand out thanks to their timeless visuals, which have been recognized with the "Red Dot Award".

Gigaset Communications GmbH was formed as a spin-off from the Siemens Group. After its formation, the company required a service provider for application management and SAP system hosting that could provide dynamic support for its continued development. itelligence AG from Bielefeld took on this responsibility in 2008 and has been providing all SAP Managed Services for Gigaset in Germany ever since.

Services Made in Germany

Managed Hosting. Gigaset's SAP system is hosted at itelligence's dedicated data center in Bautzen with high security standards. The company continues to appreciate the full cost transparency and planability as well as ease of system access for its users.

Application Management Service. Application Management Services (AMS) offer standardized, certified service processes and assist Gigaset in the support and further development of its SAP systems. Together with Managed Hosting, AMS ensures that all compliance requirements are met thanks to technical and functional system monitoring. All in all, this allows Gigaset to accurately plan its costs while relying on rapid service processes.

Customer Competence Center. In addition to its external service requirements, Gigaset needed to establish an internal Customer Competence Center. Here, too, itelligence's many years of experience in customer relationship management meant that it was ideally positioned to provide support. Thanks to regular consulting, Gigaset's employees can offer the company's own users the best possible service.

Consistency Creates Confidence

itelligence's service employees are already extremely familiar with Gigaset's SAP systems as the company has been managing them for a number of years. itelligence's service team has remained largely unchanged since the partnership began in 2008. Building on this mutually respectful cooperation, the partners intend to tackle new projects together in future.

Gigaset

Company:
Gigaset
Communications GmbH

Industry:
Telecommunications

Products:
Telephones, smartphones,
tablets

Number of employees:
1,270 (2015)

Turnover:
EUR 305 million (2015)

Headquarters:
Düsseldorf, Germany

Website:
www.gigaset.com