



Check, Incentive and Start for DHL

DHL offers global courier and express services and maintains the largest worldwide logistics network. It covers 220 countries and territories. At the Leipzig/Halle Airport a world class logistic node was erected within just about two years. In the context of the "Pegasus" project, 300 million Euros were invested and more than 2,000 new jobs were created to this day. The Leipzig hub is a site which is as complex as it is efficient: By 2012, around 2,000 tons of freight will be processed per day and up to 60 aircrafts will be dispatched simultaneously. For DHL's IT support, this is a marathon 24-hour job. In the course of reinstalling the site's IT infrastructure DHL therefore decided to administer, manage and automate the entire IT lifecycle centrally. PC-WARE was taken on board at Leipzig/Halle Airport as supplier and pilot for this destination.

Safety first: Analysis, Design, Inventory

For the installation of 1,000 new PCs, thin clients and over 150 servers within the distance of two months, DHL required processes and systems that could use central software deployment mechanisms to set up this equipment in the existing multilayer system. The objective here was to safeguard central infrastructure management, IT asset management, SLA management, reporting and finally, patch and application management. DHL and PC-WARE started with a stocktake of current inventory levels. Next, they jointly defined ITIL-compliant processes to introduce the new solution for DHL IT administration and finally, then they performed an inventory. The asset management system project for implementing around 1,000 clients and 50 servers started in March 2007.

Last but not least: Cost-transparent IT

The mission of DHL and PC-WARE was to simplify the IT driven process mapping routines and the allocation of hardware and software investments to originators – in order to make them more transparent. This helps to avoid follow-up costs. For example, if you know what, where and with which load hardware resources are required, you can use these resources efficiently and allocate costs more clearly. Expenditure on unused hardware alone, which is avoided by asset management, can reduce IT costs by up to 20 per cent. This is truly accelerated return on investment! And since December 2007, DHL is critically closer to this goal: PC-WARE has installed a centrally administered asset management system, configured an OS deployment solution and implemented an online/offline inventarization system and an SLA administration solution for the DHL IT administration.

"The project was a challenge for everyone involved. But, thanks to good preparation by PC-WARE and the aid of the Altiris system, the implementation and the management of the systems worked according to schedule. The result is that DHL now has efficient reporting and process-oriented mapping of all the processes in a dynamic IT landscape. And costs are transparent at all times. A satisfied customer likes to return. This project won't be our last with PC-WARE."

Andreas Schaser,

IT Director of DHL Hub Leipzig GmbH





Pleased Partners: PC WARE Key Account Manager Carsten Bahn (l.) with DHL Administrator Matthias Pauli and IT Director Andreas Schaser (r.).

IT under control: From control room to hangar

The IT infrastructure of the DHL hub at Leipzig/Halle Airport is divided into several functional areas which are also locally subdivided into the administration building with conference rooms, central data centres and the network control centre, as well as the hangars. All of these areas are covered and linked by WLAN or DECT. Depending on the working area, our staff uses a wide range of hardware, including PDAs, handheld computers and barcode scanners as well as Hewlett-Packard Thin Clients, HP desktops and DELL notebooks. To distribute the operating systems and software images to all available client types, the project implemented the Altiris Deployment Solution. In doing so, the default core images of DHL also had to be modified to suit the local conditions.

A takeoff runway for software

At the start of the project, no software distribution system existed at DHL in Leipzig – all installations had previously been performed from CD-ROMs. DHL and PC-WARE therefore used the Altiris Deployment Solution in the initial installation to distribute the software to the clients according to role-based criteria. Creating images centrally and defining client roles cut the setup time for new PCs to less than 30 minutes. This has since spared DHL administrators and field supporters laborious manual work during reinstallation activities, thus freeing up their valuable working hours.

Altiris Helpdesk – constant contact with the tower

As another solution, PC-WARE implemented Altiris Asset Management Level 3 including Altiris Helpdesk and Asset Management environment for hardware management.

After designing the environment and entering the data, every piece of hardware at DHL is now monitored from acquisition to retirement. For the identification of non-networked assets, the Altiris Barcode Solution was used. This involved allocating barcodes to all assets for the purposes of inventORIZATION and control. Altiris Helpdesk is the central tool used by all DHL IT administration: It is used to document and track all service processes and repairs. It also guarantees effective ticket management on the helpdesk (Web interface – self-service – ticket tracking).

In December 2007, the project was brought to a successful conclusion, accompanied by detailed documentation and the creation of work instructions for DHL employees. The Leipzig hub is therefore equipped with an efficient, dynamic reporting system and a process-driven, service-oriented mapping of its IT processes. In pushing ahead towards new goals, DHL is now supported by the forecasting and transparency of its IT usage and costs.

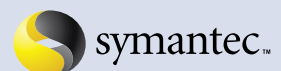
SECTOR
International Logistics

SERVICES
Consulting, Project Management, Procurement, Installation and Configuration, Documentation, Trainings

SOFTWARE
Altiris Notification Server, Altiris Integrated Component for Microsoft Active Directory, Altiris Network Discovery, Altiris Power Control Task, Altiris Deployment Solution, Altiris Inventory Solution, Altiris Carbon Copy Solution, Altiris Connector Solution Data Integration Component, Altiris Software Delivery Solution, Altiris Barcode Solution

OPERATING SYSTEM
Windows Server 2003 Enterprise, SP2
VMware ESX Server 3.5

PARTNERS
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