KRZN

WORKING TOGETHER

Computacenter compares performance of Microsoft and IBM collaboration environments for Kommunales Rechenzentrum Niederrhein

SERVICES
- Consultancy
- End user and collaboration

USER EXPERIENCE
- Enables well-considered decisions

BUSINESS IMPACT
- Clear cost-benefit analysis

OBJECTIVE

As the IT service provider for local authorities, KRZN is required to keep the costs of IT systems low. The environment currently used by the organisation, which is based on IBM collaboration products such as Lotus Domino/Notes, Connections, and Sametime, was compared with Microsoft collaboration solutions under normal operating conditions, in order to weigh up the costs and benefits of replacing the incumbent solution.

SOLUTION

Computacenter developed a fully functional Microsoft collaboration solution for KRZN to test based on the most up-to-date components. Test migrations of mailboxes and analysis of possible improvements to processes were just some of the features of this comprehensive comparison.

OUTCOME

Thanks to the test environment Computacenter provided for KRZN, the organisation now has a comprehensive report on which to make a well-considered decision regarding their future requirements for a collaboration environment. The clear cost-benefit analysis of the solutions on offer has also provided the organisation with useful information for making a decision.

> Thanks to our collaboration with Computacenter on the implementation and evaluation of the Microsoft Exchange Stack solution, we have a clear overview the impact of a possible integration, and are now in a position to assess the performance of the Microsoft solution in the context of our own working environment.

**Ernst Mayer,
Head of the eGovernment Department
KRZNiederrhein**

OBJECTIVE
A focus on neutrality and competence

KRZN's objective was to weigh up whether its existing environment, based on IBM Lotus Notes and Domino, could be replaced by Windows Server 2008 and Windows 7 Client at a reasonable cost. With 12,000 PCs on the municipal administration offices network, price was a decisive factor for the organisation, along with potential for a better user experience.

The organisation's future requirements were mapped and implemented for testing purposes. It was also important to demonstrate how the integration of a collaboration solution based on Windows products would work in an environment as similar as possible to the organisation's operational conditions. The organisation wanted the analysis to be impartial, which is why it decided to work with an independent service provider.

The solutions needed to withstand a thorough evaluation with regards to potentially boosting staff productivity. In addition to cost, the focus of the project was to consider the technical features and content of each interface, as well as the feasibility of implementing a new solution.

SOLUTION
Evaluating a modern collaboration solution

KRZN partnered with Computacenter for the evaluation project due to its expertise in the field of Windows solutions. Together, KRZN and Computacenter developed a comprehensive collaboration environment at KRZN's Kamp-Lintfort centre to test Microsoft Collaboration Stacks.

The most up-to-date Microsoft components were used for the evaluation, including Microsoft Windows Server 2012 R2, Exchange Server 2016, SharePoint 2016 and Skype for Business 2015. Migrating mailboxes with Quest Migration Manager proved to be an excellent way of demonstrating the functionality of the solution.

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Our collaboration with Computacenter went very well. Our IT service provider was very flexible and accommodated our request to make changes in the test environment quickly.

Bastian Lemm
Project Manager,
KRZN

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OUTCOME
A solid basis for decision-making

Thanks to this detailed and impartial evaluation, KRZN is now in a good position to weigh up the costs and benefits of implementing a new collaboration environment.

"We have stuck firmly by our philosophy of 'enabling users' and have ensured that KRZN's management team are in a good position to make a decision based on our analysis," says Ulrich Hoss, Project Manager at Computacenter.

Both the technical requirements and the costs of migration were determined and evaluated, and as such, KRZN now has sufficient evaluation criteria to assess functionality of the respective collaboration solutions. Based on the comprehensive licencing advice provided by Computacenter, the company now has all the necessary data it needs to make a cost-benefit analysis.

ABOUT KOMMUNALES RECHENZENTRUM NIEDERRHEIN

Kommunales Rechenzentrum Niederrhein (KRZN), is headquartered in Kamp-Lintfort, and is responsible for providing IT services to 12,000 office spaces in the town halls and municipal administrative offices throughout the region. This puts the organisation among the ten largest municipal IT service providers in Germany. Alongside application development and support, KRZN's activities are also largely focused on the technical operation of systems and networks. More than 300 employees work at the site in Kamp-Lintfort.

MORE INFORMATION

To find out more about our collaboration services and read more customer case studies, log on to **www.computacenter.com**