

# Daimler AG, Mercedes-Benz

DAIMLER

*"Enterprise Alert® fulfilled all requirements and was the most flexible product."*

Thilo Gibs, IT Operations Truck (ITI/OT), Daimler AG, Mercedes-Benz, Gaggenau, Germany



## Background

Daimler AG, based in Stuttgart, Germany, can look back over more than one hundred years of pioneering work in the field of automotive construction. Today the company is a leading supplier of premium cars, and the world's largest manufacturer of commercial vehicles.

With its strong brands, its comprehensive range of vehicles from compact cars right through to heavy trucks, and its tailor-made services throughout the automotive value chain, Daimler is represented in virtually every country in the world.

- Annual Turnover: First half 2007: € 47.2 bn.
- Employees: 271,486 (30.06.2007)
- Sales Volumes: First half 2007: 591,209 passenger cars, 385,438 commercial vehicles

## Business Challenges

The IT Department of Daimler AG in Gaggenau, Germany, needed a software solution to alert its on-call service to faults in operation of its Windows Servers. In parallel to this, a replacement software solution was needed for dispatching jobs to forklift truck drivers via SMS.

The most important project objectives were to ensure that forklift drivers could be reliably notified of jobs regardless of their location, and that the on-call service could

be contacted 24 hours a day. The only medium thus considered for achieving this was SMS in conjunction with a reliable software solution.

An open solution was wanted, in other words the possibility of sending of SMS' from various programs/via various interfaces. The software should not send alerts via the DCN (Daimler Corporate Network) – the independence of the alerts should be ensured through the use of GSM modems.

### Derdack product that was selected

Derdack's Enterprise Alert® was selected as it was the only solution that fulfilled all requirements and was flexible enough to permit the integration of additional applications.

### How/where the product was deployed

Enterprise Alert® is currently implemented in two installations:

- For job dispatching to forklift drivers, Enterprise Alert® is currently being used with two GSM modems, so that one modem can be automatically bypassed in case of failure.
- Server monitoring uses one GSM modem, also under Enterprise Alert 2007

Enterprise Alert® is deployed on a HP Proliant 385 Server with Windows 2003 Server

### Client

Daimler AG, Mercedes-Benz, Gaggenau, Germany

### Industry

Automotive

### Business challenge

Daimler needed a software solution to alert its on-call service to faults in operation of its Windows Servers.

### Business benefits

Daimler now benefits from being able to provide more proactive IT services and to reliably notify their forklift drivers.

### Learn more

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operating system. It is integrated with 3rd party IT monitoring systems like WhatsUp, Tivoli, USV via SNMP, SAP Messages, ip-Monitor and a self-programmed database for distributing jobs to forklift drivers.

#### **What business benefits has the client enjoyed as a result**

Daimler now benefits from being able to provide more proactive IT services and to reliably notify their forklift drivers. The flexibility and scalability of the software are among the main technical benefits given to Daimler.

Since Daimler installed the software, other IT departments have become aware of it and now use the system for e.g. sending error messages from SAP.



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