

Rehau



„As a supplier to the automotive industry, we depend on fast and reliable IT failure notifications which is now ensured by Enterprise Alert®. The response time has improved significantly.“

Christian Baier, Head of Information Technology, REHAU Group

Background

REHAU is an independent and privately-owned company and a leading systems and service provider for polymer-based solutions in the construction, automotive and industry divisions. The polymer specialist employs more than 18,000 people at 170 locations in over 50 countries.

Business Challenges

The IT department of REHAU AG + Co in Rehau, Germany, was looking for a solution to reliably and automatically notify and alert IT service personnel in the event of critical incidents in network and server environments. The solution was required to ensure 2-way alerts via email and text message and to enable seamless integration into the current IT management system HP Openview and the future monitoring product Microsoft System Center Operations Manager.

2-way alerts via

SMS & Email

Derdack product that was selected

REHAU AG + Co selected Enterprise Alert® for its ability to be integrated into the current and future IT management systems as well as for supporting 2-way alerts and its user-friendly interface.

Another important reason was the option to extend and expand existing alerting scenarios. REHAU was advised and supported by Derdack Partner IT Unlimited during the solution identification and selection process.

How/where the product was deployed

Enterprise Alert® is used for reliable, fast and mobile alerting in case of critical IT failures. 12 IT employees initially receive notifications via text message and email. In addition, 91 employees working in the 1st Level Support at external locations of REHAU AG + Co are also involved and are informed about current failures pro-actively. Enterprise Alert® is directly connected to the local Exchange server for email alerting purposes. A local and LAN-enabled GSM modem device is used for 2-way mobile alerting via text messages. This ensures reliable alerts even in the event of network failures.

What business benefits has the client enjoyed as a result

Enterprise Alert® was able to model current alerting and alarm management scenarios as well as implement new scenarios. This helped to optimize processes and to ensure an effective guarantee of service level agreements.

Client

REHAU AG + Co,
Germany

Industry

Polymer-processing Industry

Business challenge

- 2-way alert notifications on critical incidents
- Notification of responsible IT personnel
- Integration with HP Openview and Microsoft System Center

Business benefits

- Optimized alerting
- Improved response time
- Effective guarantee of SLAs

Learn more

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Effective guarantee of

SLAs

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