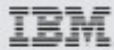


Working without system outages: the Mobility Division of Siemens Switzerland Ltd uses the IBM Rational Accelerated Value Program



Reference - IBM Rational Accelerated Value Program



The client: Siemens Switzerland Ltd Mobility Division (Siemens AG)



Siemens Switzerland Ltd generated an order volume of CHF 1443.0 billion in the 2010 financial year.

The Industry and Infrastructure & Cities divisions which contain, amongst others, the Mobility, Building Technologies, Industry Automation und Drive Technologies sectors, are amongst the company's core activities.

The Mobility Division is a leading provider of transport and logistics solutions internationally, linking various transport systems in order to transport people and goods efficiently. The division develops software solutions for internal and external customers at various locations together with partner companies.

English:

Siemens Switzerland: http://www.siemens.com/about/en/worldwide/switzerland_1154681.htm

Siemens Mobility: <http://www.mobility.siemens.com/mobility/global/en/Pages/siemens-mobility.aspx>

German:

Siemens Schweiz: <http://www.siemens.ch/home/index.php>

Siemens Mobility: http://w1.siemens.ch/web2/mobility/de/mobility/Pages/default_copy.aspx

„They say that friends are like stars in the night; even when you can't see them, you know they are there. And for me, this is also true for the IBM Rational Accelerated Value Program ... ”

Adrian Stutz, Corporate Information and Operations, Siemens Switzerland Mobility

Highlights

- **Short reaction times:** thanks to the IBM Rational Accelerated Value Program, Siemens Mobility Division employees have direct access to the IBM L2 call center. This means that, as soon as a technical problem arises, an IBM specialist will be on site within 24 hours.
- **Well-founded internal know-how:** Siemens Mobility Division IT employees have direct access to the Rational knowledge base (IBM AVP support portal) and can thereby avail themselves of the entire Rational documentation for their work.
- **More efficient use of resources:** through close collaboration with IBM Switzerland, Siemens Mobility can utilize its technical resources more efficiently.

The challenges

The highest priority for the Mobility Division of Siemens AG is the continuous and unlimited availability of the IT infrastructure. System outages put a strain on customer relationships and undermine trust.

Similarly, a smoothly functioning and error-free system is a basic prerequisite for long-term customer loyalty. Furthermore, system outages can be the cause of a breach of contract with customers and partners, which in turn can have financial repercussions for the Siemens Mobility Division.

Siemens AG is undergoing strong growth for which a stable and flexible IT is imperative. Possible system problems must be identified early on and solutions need to be defined in advance. This will only work with a support team that reacts quickly, checks the configuration and stability regularly and supports the customer in its project work.

The solution

Within the framework of the IBM Rational Accelerated Program, IBM specialists are regularly on site at the Siemens Mobility Division for several days at a time. They check the general state of the system, monitor the software configuration and resolve any current problems. In addition, IBM supports the company with the smooth implementation of projects.

Despite regular maintenance, situations often arise that need to be dealt with very quickly. To have the necessary know-how rapidly available in such cases, Siemens Mobility Division employees have direct access to the Rational knowledge database, in which the entire Rational documentation is stored. Moreover, they may call the IBM L2 call center. When required, an IBM specialist is on site within 24 hours.

Since the introduction of the IBM Rational Accelerated Program, Siemens Mobility Division IT employees work more efficiently, system problems are resolved faster and resources are utilized better.

IBM Rational Accelerated Program

- During their visits to the Siemens Mobility Division, which last several days, the IBM Switzerland specialists check the state of the system as well as the configuration settings, and answer questions from Siemens IT employees.
- Through the IBM Rational Accelerated Value Program, Siemens Mobility Division employees have access to the Rational knowledge base, which contains the entire Rational documentation.
- The IBM Rational Accelerated Value Program guarantees the Siemens Mobility Division immediate assistance from IBM L2 call center employees. If necessary, an IBM specialist will be on site within 24 hours.
- The comprehensive IBM Accelerated Value Program support means that the Siemens Mobility Division IT systems are always up to date.

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