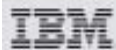


## Working without outages: SFS uses the IBM Software Accelerated Value Program



Reference – Lotus Accelerated Value Program



### *The customer: SFS services AG*

The Swiss [SFS Holding AG](#), with headquarters in Heerbrugg (SG), is the holding company for the SFS Group. In addition to the SFS Holding AG, the group consists of four other globally active subsidiaries: SFS intec, SFS unimarket, SFS locher and SFS services. The range of products from the SFS Group spans various products and services in the precision tool sector, special screws and mechanical fastening tools for industry.

The foundation for the SFS Holding was laid in 1928 with the establishment of a hardware store in Altstätten (SG). Since then, the company has stood for customer focus, innovation and the highest quality.

Today, the company employs a staff of 4,300 and achieves a turnover of CHF 1.1 billion. In 2009, for the seventh time in a row and as the only large-scale enterprise in the published rankings, the SFS Group won the Cash award for the best 25 employers in Switzerland.



*„The IBM Accelerated Value Program is like a really good friend for me, one who knows us well, who trusts us and gives us security.“*

Hannes Christen, Lotus Administrator (SFS)

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## Highlights

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- **Fast reaction time:** Thanks to the [IBM Accelerated Value Program](#), the SFS services AG IT employees can access the IBM L2 call center directly. Moreover, if there is a problem, an IBM specialist will be onsite within 24 hours.
- **Profound internal know-how:** The SFS services AG employees have direct access to the Lotus Notes knowledge base and can thereby make use of all Lotus Notes documentation for their work.
- **Better resource efficiency:** Through close collaboration with IBM Switzerland, SFS services AG was able to deploy its own resources more effectively.

## The challenge

The highest priority for SFS services AG is the permanent and unlimited availability of the IT infrastructure. System outages put a strain on customer relationships and trust. A smoothly functioning and error-free system is essential in particular for building up long-term customer loyalty. Furthermore, system outages are the cause of possible breaches of contract with respect to customer and partner contracts, which can in turn have financial repercussions for SFS.

SFS services AG, which is characterized by strong growth, needs a stable and flexible IT solution. Possible system problems must be identified early on and solutions need to be determined in advance. This can only be guaranteed by a support that reacts quickly, checks the configuration and stability regularly, and supports the customer with its project work.

## The solution

As a result of its Accelerated Value Program contract with IBM Switzerland, SFS services benefits from regular visits of several days to the company by IBM technical specialists. During these visits, the general state of the system is checked, the software configurations are monitored and current problems resolved. 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. So that the necessary know-how is rapidly available at these times, the SFS Group's IBM employees have access to the entire Lotus Notes knowledge base, where all Lotus documentation is stored. Moreover, the IT employees can contact the IBM L2 call center directly. When required, an IBM technician is available onsite within 24 hours.

Since the introduction of the IBM Accelerated Value Program, the efficiency of the SFS IT employees has increased, system problems are resolved faster and resources are better utilized.

## IBM Accelerated Value Program – benefits

- During several days of onsite assignment, the IBM Switzerland technicians examine the state of the system, check the configuration settings and are available for questions from the IT employees.
- The IBM Accelerated Value Program contract enables the SFS IT employees to access the Lotus Notes knowledge base, via which all Lotus Notes documentation can be retrieved.
- Through the IBM Accelerated Value Program, SFS is entitled to immediate assistance via the IBM L2 call center. If necessary, an IBM technician will be available onsite within 24 hours.
- The comprehensive IBM Accelerated Value Program support means that SFS services' IT systems are always up to date.

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