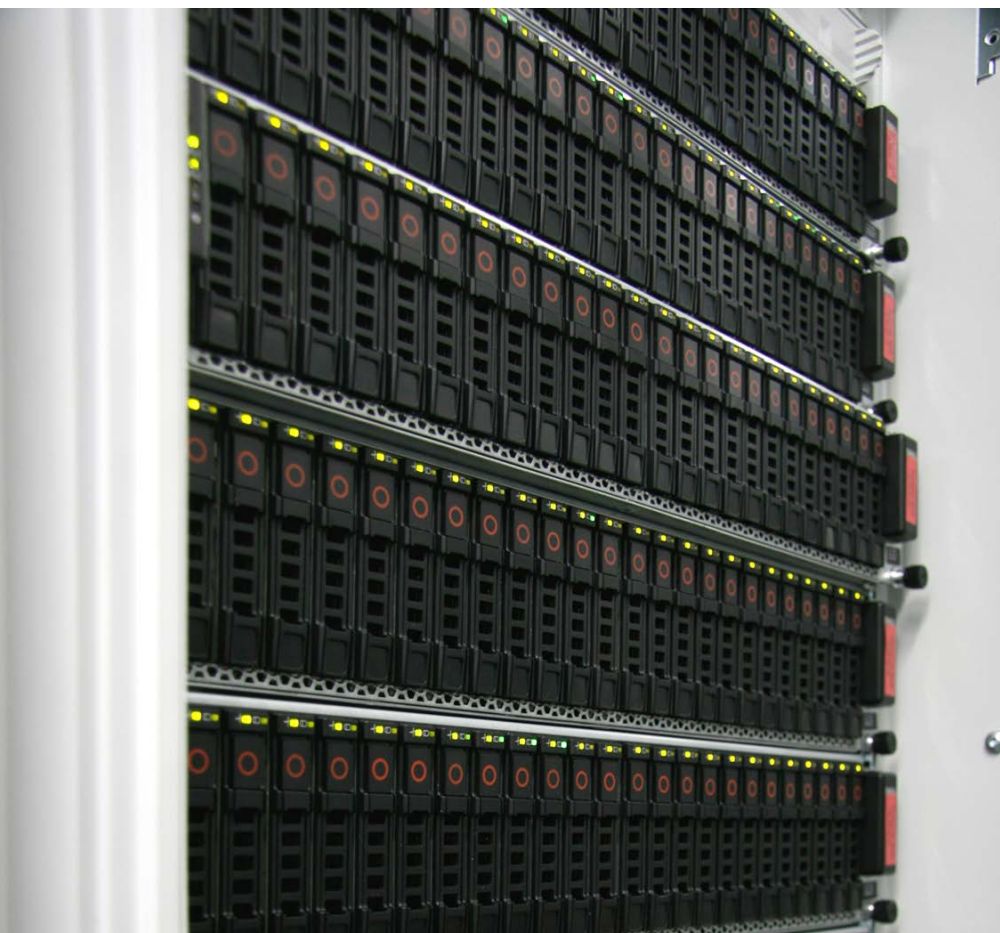




Hosting solutions provider takes support to new level

Host Europe lowers costs and increases efficiency, making self-service troubleshooting 90 per cent faster through tailored support for unique data-centre operations



Customer profile



Company	Host Europe
Industry	Hosting Solutions
Country	Germany
Employees	290
Website	www.hosteurope.de

Business need

Host Europe wanted a flexible support offering for its vendor solutions to help maximise uptime and maintain high levels of customer satisfaction among clients.

Solution

The company chose Dell ProSupport Flex for Data Center and the Dell TechDirect tool, which includes labour reimbursement, to achieve its goals.

Benefits

- Staff increase efficiency with self-service troubleshooting 90 per cent faster
- Personnel stay productive with streamlined support
- Company lowers costs by more than 50 per cent by requiring smaller stock of replacement parts
- Business maximises efficiency by tailoring support to specific IT solutions
- Host Europe delivers better customer service with Dell Technical Account Manager support

Solutions featured

- Support Services
- Server
- Storage

“Host Europe is maximising the return on its IT support thanks to the flexibility of Dell. With the Dell ProSupport Flex for Data Center service, we can change support levels depending on our business needs.”

Carsten Link, Head of Operations, Host Europe

Host Europe Germany is a market leader in delivering innovative and reliable internet services to residents and businesses in Germany, Austria and Switzerland. It has more than 250,000 customers and runs its hosting services from three data centres in Germany.

Revenue has grown by 200 per cent in five years and Host Europe Germany executives expect this trend to continue.

The company's data-centre operations are impressive. Its three data centres contain around 11,000 servers, which in turn support more than 55,000 virtual machines. Both facilities are highly redundant and a 20-gigabit double ring backbone connects the installations to the outside world. With so many critical systems running, the firm was keen to simplify its support contract for vendor solutions. Its central goal was to increase self-service support in-house – optimising efficiency and lowering costs – while continuing to deliver excellent customer service. Manfred Fandel, Technical Director at Host Europe, says: "The success of our business depends on the availability of our services. The support from our IT solution providers is critical."

Host Europe meets its support goals with flexible service

The company turned to Dell, its long-standing IT solution provider. Dell PowerEdge servers make up around 90 per cent of the servers across the Host Europe operation and Dell EqualLogic storage is widely used. Fandel says: "We discussed our goals with our Dell representative who suggested a solution called Dell ProSupport Flex for Data Center. We immediately saw that this was a win-win situation: the service offered the flexibility we needed and was competitively priced."

With Dell ProSupport Flex for Data Center, customers gain a tailored support plan, which comes backed by a dedicated Dell Technical Account Manager (TAM), who's there to address service and delivery needs. The main benefits include less downtime, improved efficiency and a reduced IT spend. In the case of Host Europe, Dell also proposed the Dell TechDirect service, giving the company an online tool to streamline troubleshooting and eliminate support case management. Fandel says: "We were able to consolidate all of our support services under Dell ProSupport Flex for Data Center with the added advantage of Dell TechDirect simplifying the way we handled issues."

Staff boost efficiency with self-service tool 90 per cent faster

Host Europe has seen an immediate increase in productivity since the adoption of Dell TechDirect. Using the online tool, IT personnel no longer have to call a hotline to raise tickets when issues occur. In some cases, it means replacement parts arrive quicker, helping Host Europe personnel maximise their efficiency at all times.

"We could spend up to 20 minutes raising tickets through the hotline, but it takes our Dell-certified personnel just 2 minutes using the Dell TechDirect online tool. It saves us a lot of time and boosts staff productivity."

Martin Wiehe, Head of Site Management, Host Europe

Technology at work

Services

- Dell Support Services
 - Dell ProSupport Flex for Data Center
 - Dell TechDirect

Martin Wiehe, Head of Site Management at Host Europe, says: "We could spend up to 20 minutes raising tickets through the hotline, but it takes our Dell-certified personnel just 2 minutes using the Dell TechDirect online tool. It saves us a lot of time and boosts staff productivity because if a requirement comes in at the last minute, we can make the order online and get replacement parts in as little as four hours."

Host Europe lowers costs through labour reimbursement and less stock

The business is seeing important savings thanks to the Dell TechDirect tool. The service has made the delivery of parts more efficient, enabling Host Europe to reduce the number of spares to resolve outages. Especially when it comes to expensive and specialised systems components that are used only rarely, savings of more than 50 per cent can be achieved. Furthermore, a labour reimbursement option means that the company is compensated for time spent resolving issues. Wiehe says: "We get reimbursed for our time and labour using the Dell TechDirect service, which helps lower costs. Overall, our support overheads have been reduced because we also carry less stock. Spares arrive quickly so we don't need to keep a store on-site."

Personnel stay productive with streamlined support

Employees will gain better IT services now that IT personnel spend less time on support. The firm's TAM has created a dedicated plan for Host Europe to streamline support processes and reports regularly on performance against the plan. Wiehe says: "We believe that our TAM presents huge added value. He is a single point of contact and organises quarterly service meetings to discuss his reports for

improving our maintenance process." To streamline support further, the IT team at Host Europe has access to expert support engineers who are trained in the company's products and environments. Wiehe comments: "The majority of cases are resolved using Dell's self-service tools, but having direct access to high-level tech support engineers means everything is covered."

Company lowers costs with tailored support for IT solutions

Host Europe is making the most of its IT spend through the flexibility of the Dell ProSupport Flex for Data Center service. Host Europe can choose the level of support for each solution so that less critical solutions get next-business-day support, while the most crucial ones gain on-site assistance in two hours. Carsten Link, Head of Operations at Host Europe, says: "Host Europe is maximising the return on its IT support thanks to the flexibility of Dell. With the Dell ProSupport Flex for Data Center service, we can change support levels depending on our business needs. We can uplift the next-business-day support option to two-hour mission-critical support if and when the need arises. We're optimising our spend throughout the year."

Host Europe delivers great service to customers with dedicated TAM

The company is also sharing the benefits of Dell ProSupport Flex for Data Center with customers to deliver a better level of service. In certain instances, Host Europe has turned to its Dell TAM on behalf of customers to answer highly complex technical questions on their Dell solutions. The results have helped Host Europe clients save valuable time, leaving them highly satisfied with the Host Europe service.



Wiehe says: "We're saving time and resources through our Dell Technical Account Manager, and, significantly, so are our customers. Our Dell TAM is able to escalate enquiries quickly within Dell, getting us the answers fast."

He adds: "We can rely on our Dell Technical Account Manager to respond quickly to us or our customers. He's helping us improve the efficiency of our service and delivery processes. It's a terrific resource to have on-board."



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