

Case Study

Andritz Asia Shared Services Centre

Situation

With the fast growing portfolio of the Andritz Group in the Asia Pacific region, the requirements for a professional and timely ICT support infrastructure became imminent. Operating unique business units present in 13 locations (excl. China) the individual IT management and support processes became rapidly cost-ineffective.

Solution

Working with Reppel & Partners as a trusted ICT management partner successfully since 2005, the CIO of the Andritz Group initiated discussions for a regional solution. R&P started out by defining a concept addressing the problems in the area of requirements, regional presence, and cost effectiveness. After this initial phase, R&P were appointed to set-up and run the **Andritz Asia Shared Services Center (AASSC)**. With an uncommon location (Singapore) and a modern concept (insourcing), the AASSC today supports 13 independent local entities of Andritz in Asia Pacific.

Success

With the operations of the AASSC having been established and operational since early 2008, R&P's team has become an integral part of Andritz' global ICT Management and support structure. While not being part of Andritz' staff, the staff and management of the AASSC has seamlessly become part of the global IT management team. Andritz today not only is able to provide quality IT assistance to their Asia Pacific constituents but also leverages the extensive ICT Management know-how Reppel & Partners is bringing to the table. This cutting edge setup in terms of scope, organization and location has proven its worth for the Andritz Group and its CIO to an extent that R&P has been tasked with several additional management projects for Andritz and is the trusted ICT business partner for all Andritz Legal Entities in Asia Pacific.

Andritz AG

is a global market leader in the supply of customized plants, systems, and services for the pulp and paper industry, the steel industry, and other specialized industries (solid/liquid separation, feed and biofuel technology, turnkey electro-mechanical equipment and services for hydro power plants) with approx. 12,000 employees worldwide.

With revenues of EUR 3.28 billion (2007) and EBIT of 5.9%, Andritz AG is a leading company in its industry and Austria.

Testimonial

'Even in difficult times we reap the benefits of this unique setup. Having R&P operating our Asia Shared Services Centre in our own premises in Singapore has improved our service delivery quality and response time in the region dramatically. The staff in the AASSC are accepted as part of Andritz' global ICT delivery team.'

Mr. Klaus Glatz, CIO, Head of Information and Communication Technology Department, Andritz AG



Address

Andritz AG
Stattegger Strasse 18
A-8045 Graz,
Austria