

Case Study



Windmüller & Hölscher: All-inclusive Managed Services

Company Profile

Windmüller & Hölscher is a global leading manufacturer of machinery and systems for the production of flexible packaging. As a global company, W&H offers its customers everything from a single source. Around 3,100 employees embody the company philosophy of „Ideas from Passion.“ W&H machines are in use in over 130 countries and serve more than 5,000 customers.

Technologies

#Microsoft Cloud

Challenge

- Internal capacities are limited due to team size
- Coordinating various IT service providers and implementing system demarcations
- Targeted support for internal expertise with external expertise

Solution

- Utilization of novaCapta's Managed Services (Premium)
- Inclusion of additional project-based services, e.g. migration from IBM Lotus to Microsoft 365

Benefit

- Increased expertise through the utilization of Managed Services
- Flexible resources to support and relieve internal IT
- Cost flexibility through the easy integration and cancellation of services
- Early detection and consultation on technological changes and innovations

For more than ten years, Windmüller & Hölscher has been partnering with novaCapta, and for the past eight years, they have been utilizing premium Managed Service offerings. „We were seeking a service provider who could collaborate with us on an equal footing to drive forward our systems and technologies. While building our service provider portfolio, it was important for us to find the right partners. Before starting, we internally defined how the collaboration should look like for us and how the topics should be delineated. Because each service provider brings its expertise, precisely advancing its area. For the IBM Collaboration product range and our On-Premises, we started with novaCapta, and since our migration to the Microsoft Cloud, they have also been responsible for this,“ explains Jan Dalming, Director of IT Service Management, Windmüller & Hölscher KG, about their partnership with novaCapta.

Managed Services: An All-Inclusive Flat Rate for Operations

The collaboration with Windmüller & Hölscher is based on a Managed Service contract containing a fixed contingent of services tailored to the needs and requirements of Windmüller & Hölscher. Additional projects arising during the year are separately measured by effort. This allows Windmüller & Hölscher to supplement missing capacities and resources at any time and bring additional expertise in-house. „For us, it is an absolute added value that the colleagues from novaCapta are involved in daily consulting business. They not only see our system world, but also bring us innovations and new ideas. For us, the issue of ‚operational blindness‘ is therefore not a problem. For this reason, we are in intensive exchange with our partners,“ explains Jan Dalming the collaboration.

Exchange on Equal Terms

Both internally and in collaboration with their service providers, Windmüller & Hölscher has positioned themselves strategically. Internally, IT service manager are responsible for defined regions and topics, externally, it's the service providers, such as novaCapta for Microsoft 365 Cloud products, responsible for a defined technology area. In this constellation, all parties involved know at all times, who the right contact person is. This is an important cornerstone for effective collaboration, because despite a good division, there are interdependencies among each other that can only be resolved through intensive exchange. In addition to clear demarcation, regular coordination meetings are held. Weekly fixed appointments, monthly reporting, and bi-weekly provider meetings, where all service providers speak together, ensure the necessary exchange on cross-cutting topics and foster collaboration.



Windmüller & Hölscher is a dynamic company. We are in a constant state of growth. The challenges that come with this growth are difficult to handle with internal resources alone. Due to the multitude of requirements and projects, addressing them without the external support of novaCapta would significantly increase the time needed for implementation. However, with Managed Services, we have the ability to bring in the right specialists at any time.

Jan Dalming

Director IT-Service management
Windmüller & Hölscher KG

Reports and Technological Innovation

In addition to maintenance, operating system updates, and Microsoft 365 cloud system and service maintenance, forwarded tickets are also processed. This reduces the workload of the internal help desk and promotes employee satisfaction, as their issues are resolved quickly.

During a monthly report, the systems are reviewed and the status quo is analyzed: Does anything need to be cleaned up? Are certain processes overloaded? Are **maintenance work** pending or should be recommended? In addition, a **governance report** draws attention to security issues. The team is informed about proactively cleared vulnerabilities and optimization potentials

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are highlighted. New ideas for tools and product areas are always taken into account – even beyond their own scope, as innovative consulting is an integral part of Managed Services. Through the long-standing partnership, the teams at Windmüller & Hölscher and novaCapta know each other very well. Therefore, the colleagues from novaCapta are also very familiar with the systems and technologies as if they were their own. Mutual trust creates an open culture of collaboration.

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We maintain a highly trusting collaboration with novaCapta. There's no such thing as just going through the motions here. The colleagues look beyond the obvious, actively bringing up topics and technologies to our attention. This ensures that we are always up to date.

Jan Dalming

Director IT-Servicemanagement
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