Systemhaus Sauerland

UG (haftungsbeschränkt) & Co. KG

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AUSTRALIA
Website: www.bciasia.com, www.bciaustralia.com

Customer: BCI Media Group

Number of employees: ca. 550-600

BCI Media Group is the leading provider of business-to-business sales leads for projects within the building and construction market. The company researches the latest construction projects within Australia, New Zealand and Asia, from the early concept and design stages all the way through to construction and provides this information through an online platform to their customers.

Project Category: IT-Consulting, IT-Infrastructure, IT-Standards and Policies, Software Licensing

Project location: Sydney (Australia), Manila (Philippines), Jakarta (Indonesia), Hong Kong, Bangkok (Thailand), Ho Chi Minh City (Vietnam), Kuala Lumpur (Malaysia), Singapore, Wellington (New Zealand), Auckland (New Zealand)

Project subject: IT-Audit BCI Asia

Starting Position:

Due to organisational changes the IT department of BCI Media Group with headquarters in Sydney   was assigned the responsibility to support and look after its subsidiary, BCI Asia with locations in 7 countries and 17 cities in the South East Asia region.

These changes had a major impact on the existing management and support structure of BCI's IT department as they had not been involved in managing the Asian IT environments before.

Systemhaus Sauerland assignments:

In order to take over responsibility of existing IT infrastructures in Asia, Systemhaus Sauerland advised BCI to conduct an IT Infrastructure audit at all 7 major sites of the Asian group, which would allow the Sydney IT department to adapt the systems progressively to Australian standards.

Due to insufficient internal resources in Sydney the Systemhaus Sauerland were commissioned to conduct this IT Infrastructure audit and develop an underlying organisational and technical foundation concept in order to achieve a sustainable, future-oriented IT concept for BCI Asia.

Essential tasks completed by Systemhaus Sauerland included the following:

- Establishing an audit plan to record IT infrastructure elements with a focus on technical Infrastructure, license compliance and IT Security, based on BCI's requirements.
- Establishing a strategy to track group-wide IT assets (hardware, licenses, contracts etc.) and set up related IT standards and policies to be deployed by central IT department.
- Performing an IT audit at all major sites to gather information based on the audit plan, including an overall IT inventory of hardware and software
- Design a future-oriented, state of the art, cost efficient concept for Sydney headquarters to have the ability to manage the group-wide IT environment with reasonable effort.
- Presentation of the current state and a derived target concept, including possible license gaps to the CIO and the executive board of the BCI Media Group
- Handover of all information, concept parts, standards etc. to BCI's CIO and IT Infrastructure Manager to implement changes after approval from EB.

Duration of the project: 8 weeks

Project completion:

In the course of the project Systemhaus Sauerland worked closely together with BCI's CIO as well as the country managers of all major Asian sites to perform the described IT audit at all sites. All deviations in regards to licensing, IT Infrastructure and IT security were identified and reported back to the CIO.

In coordination with BCI's IT Infrastructure Manager a target concept was designed to eliminate discovered deviations and achieve a sustainable functioning group wide IT environment.

Main conceptual points proposed by Systemhaus Sauerland were:

- Identifying of weaknesses in the current IT Infrastructure
- Centralization and Standardization approach for the group wide IT Infrastructure of BCI
- Interoffice MPLS, VPN connections to replicate BCI's Active Directory domains to Asian sites in order to give central IT ability to manage the backbone of remote Asian sites.
- A sustainable concept to ensure license compliance at all Asian sites.
- Assurance of centralized IT support for all staff during different working hours.
- Drafts of asset management IT standards and policies for BCI's IT department to be deployed to remote sites.

The executive board approved the concept of Systemhaus Sauerland and the organisational as well as the technical changes will be implemented by BCI's central IT department.

Customer report:

Systemhaus Sauerland provided us with a clear direction and reported on issues which needed immediate addressing with regards to licence gaps and poor procurement processes. They assisted us in designing a more streamlined and efficient process of asset management and licencing to ensure avoidance of any such issues in future. The main deliverable was a detailed 18-month roadmap, leading to a highly centralised state of the art IT infrastructure across all BCI operations.

(Nikhil Roy, CIO, BCI Media Group)