

hp success story



**vitra.**



leading furniture design  
company enjoys the comfort  
of hp itrc

Well-designed furniture can have many positive influences on the way we live and from offices to homes, rail stations to airports, international furniture design company Vitra is a leader in this market.

Headquartered in Switzerland, Vitra has names such as Coca Cola and Daimler Chrysler among its customers. Its mission is to create furniture that stimulates and inspires while also offering comfort, safety and support. To attain this goal it works with many renowned designers.

With offices and distribution outlets in the capitals of every European country and with five sites in America, Vitra bases virtually all of its IT infrastructure on Hewlett-Packard servers. To help ensure constant availability of its critical systems, it uses HP's IT Resource Centre – the Web site which provides efficient on-line services and support for HP-UX, MPE and NT servers, and workstations.

**“We have a very good relationship with HP. Through ITRC, its support helps us run the computing and networking environments of our company more efficiently and that is critical to the success of our international business.”**

*Marco Gersbacher, Head of the Computer Network Department, Vitra Holding GmbH*

### **international infrastructure**

Vitra Holding is Vitra's service company, it is responsible for the international IT infrastructure of the company and its networks, operating principally from computer centres in Weil am Rhein, Germany and the head office at Birsfelden, Switzerland.

At these computer centres HP 9000 servers are used to run Vitra's SAP systems, hold vital databases and deal with systems management and the Internet. Various HP Netervers are also used for its NT environment.

At Vitra's many smaller sites, HP servers are mainly used as domain controllers, providing file and print services. They also run the company's Exchange mail system either across fixed lines or via the Internet.

### **critical applications**

“Particularly for SAP and for our mail system, it is important that these servers run 24 hours a day,” said Marco Gersbacher, head of the computer network department at Vitra Holding. “Normally it is no problem to maintain these servers and the software running on them but we may not have enough knowledge to deal with particularly difficult problems.

“Then, we turn to HP ITRC which has better contacts, more knowledge and better databases than we do internally. If we have a question on, for example, how a system will act with a particular configuration, I can contact the ITRC and quickly get the answer.”

### **fast solutions**

Once a case is logged with the ITRC, a case number is allotted and the priority requested. Within minutes, ITRC staff receive the problem and once the solution is found it is relayed back to us by telephone or email. ITRC is the fastest connection to HP support and is grouped into three services – forums, maintenance and support, training and education.

“We have a very good relationship with HP. Through ITRC, its support helps us run the computing and networking environments of our company more efficiently and that is critical to the success of our international business,” added Gersbacher.

For more information on HP ITRC visit:

**<http://www.itrc.hp.com>**

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit:

**<http://www.hp.com>**

### **challenge**

- **Leading furniture design company Vitra has offices in all European capitals and in the USA**
- **Its servers of choice in all offices are hp**
- **It is vital for this international company to ensure high availability of its SAP and Exchange mail systems and networks**

### **solution**

- **All Vitra's servers are bought with hp service contracts**
- **If problems arise, Vitra uses hp support services to get up and running quickly**
- **It relies on hp IT Resource Centre (ITRC) for efficient and speedy on-line solutions to its problems**

### **results**

- **When servers have crashed, hp has helped Vitra to quickly rebuild them**
- **If particularly difficult problems are encountered, ITRC provides the solutions**
- **This ensures that Vitra's IT infrastructure remains highly available, enabling the company to achieve its business goals**

### **why hp**

- **Virtually all of Vitra's infrastructure runs on hp Unix servers and Netervers which are supported by ITRC**
- **Vitra is a long-standing and satisfied hp customer**
- **It appreciates the value of swift and comprehensive support offered by hp**

**customer at a glance:**

**vitra.**

**industry sector:** Furniture design

**name:** Vitra

**headquarters:** Birsfelden, Switzerland

**founded:** 1950

**telephone:** +41 61 3770000

**number of employees:** 1000

**Last year's revenue:** EUR 250 million

**url:** [www.vitra.com](http://www.vitra.com)

**technology highlights:**

- **hp IT Resource Centre**

Pub. No. 5981-1179EE

April 2002



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Published in Europe 5981-1179EE