



Success Story

Landis+Gyr



Landis+Gyr
manage energy better

“EMEA Harmonised IT Operations” Landis+Gyr relies on homogeneous system architecture

Landis+Gyr is the global industry leader in integrated metering solutions for electricity, gas, heating/cooling and water as well as energy management for utilities companies. Since 1896, the company has provided its customers with technical solutions to overcome a wide variety of operational, regulatory and consumer-related challenges. Quality, reliability and innovation have top priority.

Today the group offers a complete portfolio of energy meters and integrated smart metering solutions – enabling utilities and end users to make better use of scarce resources, save operating costs and protect the environment. Here, optimized energy management and the development of smart grids are key.

Landis+Gyr, with its regional structure of the regions North and South America, EMEA and Asia-Pacific, has a staff of some 5,900 worldwide, with local offices in more than 30 countries, and maintains more than 3,500 business relationships with utilities companies.

Initial Situation Landis+Gyr EMEA

Within the EMEA regions, Landis+Gyr operates several data centers, with main locations in Switzerland, Finland, Germany and the United Kingdom. This is the result of mergers and acquisitions of heterogeneous system landscapes without a general operation model. Moreover, the client services in the regions were rendered by various service providers or in-house.



Task

In order to consolidate the IT landscape and introduce a uniform support concept for the entire EMEA region, Landis+Gyr looked for a one-stop service provider who could offer all these services:

- Client Management Services
- Central Infrastructure Services
- Server Hosting
- Asset Management
- Due Diligence
- Transition and Transformation

Further requirements included: hardware procurement, centralized software distribution and management of the client infrastructure as well as the management of user authorization, support for operating systems, storage management, security management, patch management for servers and applications, backup & recovery of all server systems and central 2nd level support for these services.

The Microsoft Client Management Services SCCM 2012 were to be used for software distribution and reporting.

As part of an invitation to tender, the company from Switzerland evaluated various suppliers – and then opted for the architecture concept of ISO Professional Services (IPS):

IPS recommended consolidating heterogeneous, often dedicated landscape from various operators, into a central, integrated and scalable server architecture based on Microsoft products (Windows Server 2012, System Center and Hyper-V).

The decisive factors in favor of the IPS solution were its flexibility and scalability, the seamless integration of the Microsoft System Center Tools and the good price-performance ratio.



Project

The IPS project managers conducted a due diligence on each site. Based on the architectural concept, the experts determined the requirements of the server environment (locally and centrally) and designed a Business Continuity Plan in coordination with Landis+Gyr. Furthermore, the images for the clients were developed.

Defining responsibilities for 1st, 2nd and 3rd level support from the outset was important in creating a uniform support concept across the EMEA region. The project team therefore developed and implemented an ITIL-compliant workflow together with the participants of the various locations. As a first step, ISO Professional Services took over the operation of the existing infrastructure to then replace the old system environment step by step: Clients were rolled for each location, the applications installed with SCCM, then taken over “virtualized” to the new system environment and integrated in the baseline setup.

Result

With its project “EMEA Harmonised IT Operations” – involving 28 location, 2,500 and 1,200 servers – Landis+Gyr achieved these objectives:

- homogeneous IT landscape (clients + servers) in fail-safe infrastructure
- uniform backup concept
- scalable solution
- central Service Desk
- long-term reliability of operation (5-year period)
- two geographically separated data centers in Nuremberg
- significant reduction in operating costs

By now, ISO Professional Services has also taken over the development of the DMZ and the internal network support of Landis+Gyr. IPS even manages parts of its customer’s global IT and has thus made a significant contribution to standardizing the system landscape of the globally active group.

Outlook

The project has been running successfully for four years now, and Landis+Gyr is about to extend its contract with ISO Professional Services. Initial plans to modernize the system environment and update to Windows Server 2016 and System Center 2016 are also underway.

About ISO Professional Services

The ISO Professional Services GmbH has decades of experience in SAP consulting and hosting as well as IT infrastructure services. The core competencies span the entire life cycle of SAP and non-SAP landscapes – from consulting, implementation and operation to optimization. Operations can include all aspects from selective remote operating to managed services to full outsourcing. We have special know-how in the fields of Data Quality Management of large datasets, Data Governance and Data Integration in the context of Industry 4.0. SAP hosting as well as several products for Data Quality Management are certified by SAP SE.

ISO has been active in the market since 1979 and has since developed into a versatile, international IT service provider. Targeting specific markets has resulted in several powerful and innovative companies under the umbrella of the ISO-Gruppe. Besides ISO Professional Services the ISO-Gruppe today includes ISO Software Systems (specialized in software engineering and IT consulting), ISO Travel Solutions (an IT expert for the tourism industry), and ISO Recruiting Consultants (a provider of IT personnel services).

Some 520 permanent employees work at several sites throughout Germany as well as in associate companies in Austria, Poland and Canada. The companies ISO Software Systeme, ISO Travel Solutions and ISO Professional Services of the ISO-Gruppe, with their respective offices in Nuremberg, Munich and Frankfurt, are certified to the requirements of their quality management system in accordance with DIN EN ISO 9001:2008.



Landis+Gyr – The Company

www.landisgyr.com

Sector

Smart Metering solutions for the metering electricity, gas, heating/cooling and water as well as the energy management of utilities companies.

Geography

Worldwide

Implementation environment

Server architecture based on Microsoft products (Windows Server 2012, System Center and Hyper-V)

Advantages

- user-defined solution
- failsafe infrastructure
- transparent and clever backup plan for all
- all services from a single source



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