



## ABOUT THE COMPANY

Established on 13th November 1912 as Rhenus Transport GmbH, the Rhenus Group has become a global logistics service provider with 26,000 employees and an annual turnover of € 4.6 billion. Rhenus has more than 500 subsidiaries in Europe and Asia and operates at other locations through the support of partners, correspondents and agents. Its Contract Logistics, Freight Logistics,

Port Logistics and Public Transport Divisions manage complex supply chains and provide innovative value-added services. The Rhenus Group has just opened its new Hamburg-Harburg multi-user distribution center, which currently offers 31,000 square meters of covered storage space.

[www.rhenus.com](http://www.rhenus.com)

## Fail-Safe Management of Business-Critical and Large Scale Infrastructures

In the application-driven field of contract and freight logistics, the security and efficiency of IT assets are high priority for organisations. A large quantity of information, partly in real-time, is needed to be able to plan and enable logistics services that satisfy customer needs. If logistical information is lacking for Rhenus Transport's customers, it is impossible for them to load aircraft, vessels and trucks or to book orders, resulting in expensive down times.

In order to guarantee high availability of the infrastructure, Rhenus has created its own data center at its German headquarters in Holzwickede near Dortmund. The modern data center houses around 260 physical and 1500 virtual servers running business-critical applications for all four divisions.

As many applications such as contract logistics are distributed across up to 20 networked devices, it is crucial that maintenance work is planned accordingly and that divisions are promptly informed of this.

Andreas Franzen, who is responsible for the company's infrastructure within the IT Service Center, explains: "Efficient management of a central data centre, which serves various critical divisions, is simply not possible manually. We were looking for cost-effective but multi-client capable and scalable software for centralised documentation and management of our IT assets, which is exactly what Vertiv offers us."

Now, in addition to the data centre, also decentralised racks, cameras and IP-telephony are managed by the Vertiv Data Center Infrastructure Management (DCIM) solution; and the integration of further locations in Germany and across Europe is planned.

## Investment that Pays: Significantly Higher Efficiency in Infrastructure Management

Mr. Franzen and his colleagues are now in complete control of their centralised and decentralised IT assets, without even entering the data centre. A detailed graphic view shows the racks and their locations, IT resources within the racks as well as the technical specifications of devices, including, for example, power requirement, weight and connectivity. This enables the IT Service Center to constantly adapt capacities to business processes and promptly expand and reduce resources if necessary. For Rhenus the visibility and location statuses of servers and their connections was an important aspect. Every line has been identified with a barcode and integrated into the system and devices can now easily be located using defined search criteria. At Rhenus, servers, server groups or racks are named after a customer or division, whose applications they run. Mr. Franzen is delighted with this: "We now have an immediate view of where each device is, which applications are running on it, where there are available resources and which customer or partner needs to be informed about maintenance. This enables us to work even more efficiently."

### Independent Roll-Out Saves on Consulting Fees

The Rhenus Service Center for IT infrastructure was able to implement the software itself following a web-based introduction. This saved the company money on consulting fees and guaranteed a rapid and cost-effective roll-out of the solution. The integration of new information into the system, for example customer names or additional devices, is handled independently by the IT Service Centre. Detailed authorisation management controls access to the IT assets. Every employee who needs to work with IT equipment has read access, giving them the best possible view of their individual sphere of responsibility.

### Centralised and Decentralised IT Assets in View: DCIM the Easy Way

At Rhenus, DCIM has proved a number of times that investment definitely pays. As the person responsible for user support and training, Mr. Franzen values another aspect of the ITIL (Information Technology Infrastructure Library) compliant software: the ease of use and clarity of the user interface, thanks to the visual display of information. This enables even new IT personnel to quickly find their way around. At Rhenus, the all-round smooth introduction and successful deployment of the solution have generated company-wide enthusiasm for DCIM. Other subsidiaries in Europe, which have their own IT assets, would also like to benefit from it.

### Professional Support and Audits at the Touch of a Button

"I am very satisfied with the DCIM solution provided by Vertiv. It gives us a precise overview of the entire data centre. All data, connections and resources are available centrally and clearly", explains Mr. Franzen. The device library contains detailed images of devices as well as information on their power requirement and heat dissipation. Rhenus is also better prepared for ISO certification with DCIM: up-to-date reports and diagrams, with detailed lists of resources, are available at the touch of a button for rapid and professional auditing. The software also allows actual as well as desired statuses to be documented and/or planned without any great effort. Mr. Franzen concludes: "We very quickly recognised the many benefits of the professional management of IT assets. This doesn't just apply to our two data centers, but also to decentralised devices and applications. Even the smaller subsidiaries, which only have one server room, have spontaneously expressed their interest in the software."

### Case Summary

Data Centre Infrastructure Management (DCIM) with the following functions:

- Management of all IT assets, including data centers, cameras, IP telephony
- Visualisation and planning of capacities (space, power requirement, network)
- Project planning (simulated analyses)
- Connectivity management (optimization of the infrastructure within the data center)
- Reporting/auditing

#### Vertiv Solutions:

- Higher efficiency in infrastructure management
- Faster supply and installation of devices
- Shorter mean time to repair
- Less physical access to the data center

