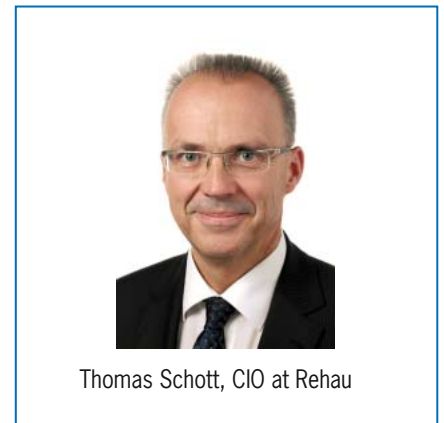


Time for something new through partial outsourcing

## At the Top in Bavaria

Interview with



**Consist Connect:** Mr. Schott, REHAU is the leading system and service provider in polymer-based solutions for construction, automotive, and industry. The group is present in 170 locations around the world and employs over 15,000 people. That requires powerful IT. In the central computer center at the Rehau plant, among other things, you're running an IBM mainframe with z/OS operating system and core applications under Adabas/Natural systems. Why did REHAU decide to outsource the work preparation for these legacy

systems to an external service provider?

**Thomas Schott:** According to our planning, by 2016 our centrally operated legacy systems should be replaced by SAP systems. To reach that goal, we've started a corresponding conversion project now. Of course, more and more of our resources are going to be devoted to this new subject. And then there's the fact that our legacy expert is retiring. So we need a reliable service provider who can handle the tasks of work preparation for our z/OS

legacy system reliably for the next few years.

**Consist Connect:** Why did you decide on Consist?

**Thomas Schott:** We already reached out to big providers of managed services a few years ago for the outsourcing of parts of our applications. I always had the feeling that my IT organization had to adapt itself to the structures and processes of the outsourcer for the whole thing to work. But Consist started by listening to my team and

to me until they thoroughly understood the REHAU-specific task. In the agreement we then worked out, I found exactly the points that were most important to me, that is, flexibility, scalability of services, and quick familiarization with our individual applications and processes.

**Peter Stölzel:** We've also put our partner to the acid test earlier. We gave Consist a development task in advance to see how quickly they could find their way around a new environment. The experts at Consist knew exactly what was what in a very short time, and were able to implement the task to our complete satisfaction. That just confirmed the all-around positive impression we'd already gotten during our technical discussions.

**Consist Connect:** Mr. Kaufmann, how does Consist guarantee the flexibility desired and the rapid transfer of responsibility?

**Arne Kaufmann:** Well, first it's one of the core competencies at

## Terms

- JCL = Job Control Language, the language used to control batch processes in a mainframe environment
- UC4 = A solution for enterprise job scheduling and other purposes
- CFT = Cross System File Transfer, a secure file transfer tool



Creative development to the customer's benefit: Rehau develops polymer-based solutions in the areas of construction, automotive, and industry.

Consist to be able to learn new subjects quickly. We've developed a special methodology specifically for this purpose and place particular emphasis on this point when selecting and training our staff. Moreover, at the start of every Managed Services project, we hold an evaluation workshop with the customer. Here, our experts get to know customer-specific requirements and can suggest the ideal setup.

**Consist Connect:** And how is the flexibility ensured?

**Thomas Schott:** I'd be happy to take this question, Ms. Braun. In addition to all the methods and know-how from various similar outsourced projects, I have found that IT projects are always successful when people are capable of talking with one another. At Consist, I had the secure feeling right from the start that I was talking to people

at the same level, who were primarily interested in my own success. I am successful when I'm flexible enough to react to the requirements of my customers. And that's exactly how Consist acts, too.

**Consist Connect:** Mr. Stölzel, Consist is providing basic services in system management to support the applications operated under Adabas/Natural operated at REHAU. What specific tasks does that cover?

**Peter Stölzel:** Consist is handling work preparation for us with a focus on job provision, scheduling of standard and special runs, and monitoring of batch processes, including troubleshooting and restarts. The Consist specialists are working with powerful tools like UC4 for job scheduling and CFT for the cross-system filter transfer.



photo: Rehau

REHAU was founded in 1948 and is now a globally active enterprise group. The picture shows the administration building, the so-called Rhenium House in Rehau, Upper Franconia.

**Consist Connect:** From your point of view, how does daily coordination with Consist work?

**Peter Stölzel:** Since we placed the order in June, 2012, Consist has integrated itself progressively and quickly into our work preparation and won the trust of our internal colleagues. Our legacy expert can enter retirement with a good feeling, knowing that everything will continue to work reliably. And we're also very satisfied with the response times and engagement of the Consist specialists.

**Consist Connect:** Mr. Kaufmann, for companies who are outsourcing tasks to a service provider, transparency in reporting and invoicing of the activities performed are also relevant. How does Consist manage that?

**Arne Kaufmann:** Every Managed Services subject is based on a certain initial contingent of person/hours per month. This collaboratively defined average monthly contingent is the basis for a fixed monthly fee, giving our customers budgetary security. The flexible request model, on the other hand, is independent of that – that lets our customers like REHAU respond flexibly to varying needs of their specialist departments and ensure the scalability to handle peak load.

If the monthly contingent is not entirely needed, unused hours can be saved in a time account for support tasks for a mutually agreed upon period. Should considerably more than the average services be required in a given month, then, this work can be agreed upon in a timely manner. Once a month, Mr.

Stölzel is informed about the level of this time account by e-mail and in an attachment to the monthly invoice for the service subject.

**Consist Connect:** How do you find the collaboration with Consist so far, Mr. Schott?

**Thomas Schott:** Well, right to the point: I'm very satisfied. Everything Consist promised earlier has been delivered. When you're introducing SAP at 170 locations for a few thousand people, you don't want to have to work on even more "construction sites". Consist lets me focus on my strategic goals. They are making a significant contribution to ensuring that daily business at REHAU simply works.

**Consist Connect:** Thanks to all of you for the interview.

Isabel Braun conducted the interview.

## REHAU – Leaders in polymer processing

For energy-efficient construction, the use of regenerative energy and water management, as well as for mobility and future living, REHAU has initiated sustainable contributions to the ecological and economic challenges of tomorrow.

Competence and a joy in innovation have made us the leading system and service provider

of polymer-based solutions in the areas of construction, automotive, and industry. Thanks to a combination of high development performance and strong decentralized marketing and service organizations, we are among the top providers on the market. REHAU works with the highest possible professionalism, from material development to implementation. REHAU is among the most important pat-

ent registrants in Germany.

At more than 170 locations, about 15,000 employees in 54 countries contribute to the growth and success of our company. On five continents, REHAU is always developing its network to be an active partner on site.

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

## Concept Managed Services

Managed Services from Consist stand for “Transfer of responsibility”, giving you the free space you need. In responsible application and system monitoring of all technologies, Consist stands out for its many years of experience, offering you pragmatic, individually scal-

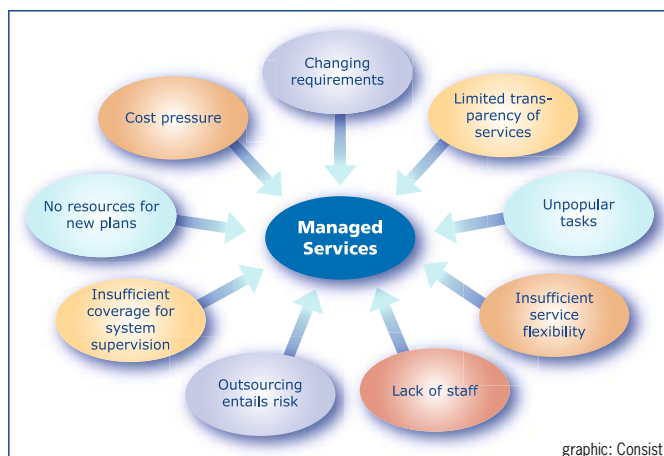
able, and always transparent solutions.

Talk to us if you need to handle a custom outsourcing subject:

- Either for all services provided relative to a given service sub-

ject like complete or selective outsourcing of application management, or

- for selected cross-sectional tasks independent of the subject, such as system operations, integration tests, or coordination of errors.



Specific reasons for Managed Services

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