



JOST: Customized maintenance with individual SLAs for worldwide locations

JOST is a leading global manufacturer and supplier of safety-related components and systems for commercial vehicles. JOST manufactures products for both the Transport and Agriculture divisions, which are divided into Vehicle Interface (e.g. fifth wheel couplings and landing legs), Handling Solutions (container technology and hydraulic cylinder products) and Manoeuvring (axles for trucks, semi-trailers/trailers and forced steering systems). The JOST World's five brands - JOST, ROCKINGER, TRIDEC, Edbro and Quicke - stand for quality and continuous innovation in the industry. JOST currently employs over 3,500 people worldwide and has sales and production facilities in over 20 countries on all five continents.

Server failure extremely critical to business

Around 100 HP and Dell servers, on which all the necessary applications run in addition to the CRM and ERP systems and Active Directory services, ensure smooth



JOST stands for quality and continuous innovation

business operations in the 20 locations worldwide. The failure of a server is extremely critical to the business, as it would stop operations at the affected location. Since the manufacturer's maintenance for some of the old equipment had expired, replacing the old systems at all locations at once was not realistic, extending the manufacturer's maintenance made no sense from an economic point of view, but the performance of the systems had to be guaranteed, Martin Frischkorn, Team Manager IT - Administration & Operations, decided to put the maintenance and support of the server and storage systems distributed over five continents in the hands of ITRIS GmbH.

Individual SLAs for each location

ITRIS convinced the JOST IT Manager not only with its 30 years of manufacturer-independent support and maintenance

experience with hardware systems from all well-known

manufacturers and an attractive price/performance package. ITRIS also scored points with its high quality standards and maximum flexibility, e.g. in the maintenance concepts for all international locations.

For example, the SLAs provide for customized, cost-efficient maintenance and individual response and on-site times for each of the 20 global locations in Europe, The USA, South Africa, India and China. In addition, these SLAs can be easily adapted to changing priorities at the sites, e.g. when a system is switched from production to backup, and systems can be put into maintenance at short notice. This ensures that business operations run smoothly. The maintenance service includes telephone troubleshooting as well as on-site technician deployment and hardware replacement.

Convincing flexibility and responsiveness

"The all-round carefree package that ITRIS has put together simply fits our requirements perfectly. Above all, the flexibility and speed of response, both in the quotation process and in the support, gave us the feeling from the very first second that we were in good hands with ITRIS. Within two weeks, we had partially individual service and maintenance offers for all worldwide locations, so that we could plan in peace. The great customer proximity of ITRIS is not only reflected in the fact that we have a contact person worldwide for all issues, but also in the quick results that ITRIS delivers to our inquiries and the proactive approach to all maintenance and support requests. That is why we are planning to place the maintenance of further CISCO switches, Netapps and a data center in the hands of ITRIS," explains Martin Frischkorn, Team Manager IT - Administration & Operations at JOST.



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