

CUSTOMER STORY

# FUTURE MULTIMEDIA

**Computacenter install multimedia-capable thin clients at public insurance companies supported by gkv informatik**

## OBJECTIVE

Updating their thin clients should allow staff at the insurance companies supported by gkv informatik to participate in multimedia training courses and video conferences in the future.

## SOLUTION

Computacenter undertook this task for gkv informatik as part of an existing nationwide framework agreement and, as planned, managed to install around 12,000 multimedia-capable thin clients all over Germany within three months.

## OUTCOME

With the multimedia client landscape, insurance companies supported by gkv informatik will in the future be able to hold training courses and conferences cost-effectively. The hardware was exchanged in accordance with the defined lifecycle management rules.

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### SERVICES

- IT Strategy & Advisory Services
- Supply Chain Services
- Integration & Migration Service

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### USER EXPERIENCE

- Quicker access to new features
- Simplified business processes
- Improved access to information

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### BUSINESS IMPACT

- Improved productivity
  - Lower costs
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We needed new thin clients to establish multimedia capability in our customers' workstation environments. Once again, we found we could rely on Computacenter as a service and solutions-oriented partner that is totally customer-friendly, punctual and pragmatic.

**Lutz Hammer,**  
Project Manager, gkv informatik



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## ABOUT GKV INFORMATIK

gkv informatik, headquartered in Wuppertal, is one of the leading service providers for statutory health insurance companies. Some 850 employees at 30 sites support over 41,000 users throughout Germany. Hence gkv informatik operates the largest Citrix network in Europe.

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## OBJECTIVE

### More teleworking in the public insurance landscape

As a long-standing partner of gkv informatik, Computacenter is familiar with the requirements of the statutory health insurance companies and carries out major projects on behalf of gkv informatik. "In this case, we needed to exchange the thin clients, which were about four years old and running the Citrix operating system, for new, multimedia-capable devices," said Peter Schneider, Project Manager at Computacenter.

There were very different requirements for the individual sites within this project. So, on the one hand, the offices of the insurance companies supported by gkv informatik were being switched to the new clients while, on the other, the IT provider's own sites needed to be supported during the switch. In total, approximately 12,000 new clients were required throughout Germany.

## SOLUTION

### Quick work thanks to the framework agreement

Based on an existing framework agreement, Computacenter and gkv informatik jointly implemented the project to equip all the workstations with the new IT. The rollout progressed according to plan in all branches of gkv informatik as well as in the insurance companies it supports throughout Germany. The new thin clients were preconfigured in the Computacenter Integration Center in Kerpen before being delivered to the staff at the health insurance companies. On the day of the exchange, the old devices were collected from the various offices and sent for recycling. Over 12,000 Fujitsu thin clients running the Citrix operating system were installed at more than 600 sites with environments ranging from 10 to 900 workstations. On-site, deadlines were efficiently managed with the Inventox database developed by Computacenter.

## OUTCOME

### Better foundation for training courses and conferences

With this new equipment, gkv informatik has modernised and updated its network of offices. The multimedia capability of the new clients makes training easier and, thanks to the modern video conferencing facilities, saves time and travel expenditure. The existing framework agreement with Computacenter meant the entire project could be implemented quickly and transparently. "As with previous projects, Computacenter carried out this changeover to a high standard, within the agreed period of three months and in a huge variety of environments," says Lutz Hammer, Project Manager at gkv informatik. gkv informatik continues to benefit from modern lifecycle management and its hardware will be exchanged according to this system in the future.

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## MORE INFORMATION

To find out more, please send a mail to [communications.germany@computacenter.com](mailto:communications.germany@computacenter.com)

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