



## Precision in detail by avoidance of idle time...

Whether it's a camshaft valuator or a snap cam for a seatbelt system – for SCHUNK Sintermetalltechnik GmbH Giessen, small details often make the difference. But yet the company's construction and manufacturing managers never lose sight of the big picture: when they decided to introduce the PLM solution CATIA V5 with SAP integration, they focused on the support concept right from the outset.

When introducing a new CAD solution, matters such as functionality, integration into the existing systems environment and user training take center stage – the issue of support and service rarely plays much of a role in decision-making.

Not so for SCHUNK Sintermetalltechnik GmbH. In 2007, when the Heuchelheim-based company was looking for a partner to introduce CATIA V5 in its sintered metals segment, the support concept of Application Management Services, or AMS for short, played a major role from the beginning. "Starting with our first contact, the CENIT specialists always kept an eye on systems support during all phases of operation – from the introduction to the productive phase, with all the requirements we have of a permanently up-to-date system – that really impressed us", says Ulrich Neuser, Head of Construction/Manufacturing Planning at the

SCHUNK Group and Project Manager for the CATIA introduction. Very early on, SCHUNK Sintermetalltechnik GmbH decided that they did not want to build up their own administrative know-how, which would require additional resources. Instead, SCHUNK Sintermetalltechnik GmbH wanted their designers to concentrate fully on their primary tasks and to

that SCHUNK's own IT department was informed as early as possible about the AMS procedures, and integrated into its introduction. "The project convinced our IT staff right from the beginning. The clear orientation on ITIL, i.e. the IT Infrastructure Library, as well as the clearly defined separation of spheres of responsibility between internal IT and

**"The CENIT experts considered the full system support in all operational phases, already from day 1."**

**Ulrich Neuser**  
Head of Construction/Manufacturing Planning

be able to work with a CAD system that fulfils all the requirements of the respective OEMs.

CENIT were a positive influence on this process," says Ulrich Neuser, and adds: "Already when they were developing the installation requirements and proposals for backup and recovery strategies, our IT staff benefited from CENIT's experience".

### ► NC AND SAP INTEGRATION

In addition to dealing with new methods and functionalities, the project focused on the integration into the existing NC landscape and the SAP environment via the CDI interface developed by CENIT. Since these fields were also to be included in the support concept, it was essential

### ► IMPLEMENTATION

From the outset, all recommendations took account of the need for efficient operational support. Within the scope of



the support agreement, CENIT assumes an availability guarantee for the core CATIA V5 application and any associated supplementary applications and interfaces. As part of preventive support, the systems are continually updated and regularly verified, and thus kept in a condition that minimizes down-times. And if a malfunction should occur, bugs are fixed as quickly as possible within clearly defined reaction times, and the root cause of the malfunction is eliminated as well. "Integrated release management provides us with all the environment parameters of the auto manufacturers we supply, without us having to act on our own. That reduces idle times for our design engineers and saves money", Ulrich Neuser concludes. "We're absolutely certain that we took the right path. The alternative of building up our own administrative know-how wouldn't have paid off for us – it would have tied down resources and distracted us from our core activities."

## ► ABOUT SCHUNK SINTERMETALL-TECHNIK GMBH

SCHUNK Sintermetalltechnik GmbH Giessen is a subsidiary of the internationally active SCHUNK-Group and is headquartered in Heuchelheim, nearby Giessen, Germany.

The 870 employees of the business unit Sintermetalltechnik produce approx. 448 m. sintered structural parts and metal injection molding parts each year. These parts are used by OEMs and automotive suppliers as well as in the household appliances and electrical equipment industries. The company with its three plants generated an annual revenue of 116.8 m. Euro.

## ► APPLICATION MANAGEMENT SERVICES

In AMS, licenses, applications and infrastructure as well as – often highly sensitive - data remain within the customer's enterprise. This means that AMS customers keep 100% control over and direct access to all relevant components.

Based on defined service contracts called SLAs (Service Level Agreements), CENIT guarantees – preventively and proactively – that the serviced systems and solutions are always available in their most current version. Within the availability guarantee boundaries, CENIT thus guarantees almost complete reduction of idle times to zero. Here, CENIT is using an approved and efficient concept that is focused on ITIL, the IT Infrastructure Library.

**“We are most definitely sure, that we have taken the right direction.”**

**Ulrich Neuser**  
Head of Construction/Manufacturing Planning



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