

CASE STUDY

Bechtle Suisse

**BECHTLE****INDUSTRY**
IT**BUSINESS NEED**

Needed a comprehensive and scalable solution to unify fragmented systems, manage growing device monitoring needs, and future-proof operations for sustained service quality and competitiveness

Bechtle Suisse streamlines IT services and enhances customer experience with LogicMonitor

Bechtle Suisse is an integral part of the expansive Bechtle Group, Europe's largest IT supplier. With a strong presence in Switzerland, they are well known for their comprehensive range of IT services and solutions, including hardware and software sales and expert consulting services. As a leading IT service provider, Bechtle Suisse aims to deliver exceptional service and innovative solutions that cater to diverse client needs across the Suisse Romande region.

Employing over 1,100 dedicated professionals in Switzerland and contributing to a workforce of 15,000 across Europe, Bechtle Suisse provides fully managed services and offers customizable support and reactive monitoring, ensuring their solutions are perfectly aligned with each client's unique requirements.

With such a broad and adaptable service portfolio, Bechtle Suisse continues to enhance its market presence and operational excellence, leveraging advanced technologies and a client-centered approach to foster growth and innovation in the IT landscape.

Bechtle Suisse's IT infrastructure challenges

Due to the diverse array of tools, the IT team struggled to monitor and manage their complex IT landscape efficiently. These tools created multifaceted technical and business challenges. Slow Root Cause Analysis (RCA) was a significant pain point, further worsened by the restrictive reliance solely on SNMP monitoring. This limited scope created a critical bottleneck for them.

“Because we manage multiple infrastructures for multiple customers, we need to have a solution which is able to scale up in terms of performance, numbers of devices monitored without performance issues.”
– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

Bechtle Suisse's growth has been fueled by acquisitions. This comes with the significant challenge of integrating disparate IT tools inherited from acquired entities.

“The first pain was to consolidate everything to one tool.”
– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

The existing tools did not provide the scalability necessary to effectively support their growing customer base, impacting service quality and their ability to expand services.

The cumulative effect of these challenges was becoming a strain on Bechtle Suisse's operational efficiency and service delivery. The inability to integrate and manage siloed tools across a broad IT spectrum meant that service quality suffered and scalability was severely restricted, thwarting the company's ambition to be the leading IT service provider in the region.

A strategic move for advanced IT monitoring

Bechtle Suisse made a strategic decision to select LogicMonitor as its unified IT monitoring solution. They needed to overcome the fragmentation and limitations of their previous systems and desired a tool that could seamlessly integrate across their IT environments.

“ API connections were really important for us to be able to connect with other systems.”

– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

Scalability was another decisive factor. The team needed a robust platform capable of managing the monitoring demands of an increasing number of devices without performance degradation. This capability was vital for supporting their growth and maintaining high service quality across their extensive client base.

Future-proofing their operations also played a crucial role in their decision-making process. Jerome emphasized the importance of a platform that could adapt to future technological developments:

“ We need a company which is able to develop multiple standard metrics regarding the future.”

– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

LogicMonitor's future-focused features offer Bechtle Suisse the potential to strengthen their services and maintain a competitive edge within the dynamic IT market.

Transforming IT monitoring and management

The implementation of LogicMonitor at Bechtle Suisse has revolutionized their IT monitoring and management, resulting in significant operational improvements and efficiencies.

“ It's easier for us to meet our contracts and service level agreements [with LogicMonitor].”

– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

This enhancement in incident response capabilities has markedly reduced downtime and improved the overall reliability of services provided to customers.

A 50% reduction in MTTR and customer onboarding

The introduction of LogicMonitor has reduced customer onboarding times and MTTR administrative tasks by 50%. This improvement optimizes resource allocation and accelerates deployment, allowing Bechtle Suisse to serve more customers effectively and expand its market presence.

“ With LogicMonitor, we have many metrics per device which let us find out the root cause with more good accuracy and also faster and better than before.”

– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

The streamlined capabilities of LogicMonitor have greatly enhanced SLA (Service Level Agreement) delivery. Integrating comprehensive API capabilities and monitoring tools has enabled more accurate and timely reporting, ensuring that Bechtle Suisse meets contractual obligations with greater efficiency.

Leveraging LogicMonitor for future growth

Bechtle Suisse is poised to drive future growth and enhance their competitive edge in the IT service market. Jerome Toulet shared their forward-looking strategy, outlining plans to expand their monitoring and reporting capabilities.

“ Our plan is to provide automated reporting to our customers. The second target will be to connect multiple tools into LogicMonitor or export data from LogicMonitor into other tools like Power BI to consolidate the data and put it to work.”

– Jérôme Toulet, Innovation and Process Manager, Bechtle Suisse

Bechtle Suisse is focusing on integrating new technologies and infrastructures into their service offerings, signaling a shift towards proactive and automated service management. This approach will boost operational efficiency and prepare them for emerging IT trends.

With these strategic initiatives in place, Bechtle Suisse is committed to maintaining a leading position in the IT services sector by continuing to offer cutting-edge solutions that meet its clients' evolving needs.