Getting IT to work for HBN-Teknik

HBN-Teknik A/S
Automotive Solutions in Composites

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Concare IT are here, there and every-where, when it comes to keeping systems and PCs up and running for HBN-Teknik. Cooperation extends from IT strategy to urgent user support.

It all began back in 2006. HBN-Teknik was on the lookout for an IT partner with a wide range of skills within the areas of operation, support and advice. "Someone recommended Concare IT and we have never had any reason to regret our choice. We are extremely pleased with the cooperation and the way it works," says HBN-Teknik, in the light of the company's experience over the past years.

Get control of things

"One of Concare IT's first tasks was to set up a new server, which could handle the larger and larger quantities of data, which we have to deal with. We also asked them to place our system under scrutiny and come up with suggestions for improvements. For example, we are constantly trying to create a file structure, which can provide a better overview of the many different types of data in our system," says HBN-Teknik. "Concare IT have also helped us gain control of licences and which programmes are installed in the machines. In addition to this, they have established a backup copy

of important software, so we can quickly revive any PCs, which happen to crash."

Outsourced operation

"Concare IT also see to the day-to-day operation of HBN-Teknik's IT system. They take care of just about everything: install new PCs, guarantee our backup, update firewall and keep the server running".

In practice, this part of the task can be done through a mixture of remote error correction, telephone support and on-site technical assistance. For example, a Concare IT technician visits the company once a week to maintain the system and solving specific user or PC problems. "Two or three members of staff at Concare IT know our system very well. This guarantees that we are also able to resolve urgent tasks quickly," says HBN-Teknik.

Under way with EDI

The overall purpose of IT is to streamline business processes. As part of their future work, Concare IT are presently investigating the best way for HBN-Teknik to establish electronic data exchange with business partners and customers. It is a long process, because any solution requires consensus between the various stakeholders. "We have made a start with

EDI-based exchange of data and already have a system up and running in relation to IVECO. There are two reasons why EDI is so important to us. Firstly, it is a requirement from our major customers such as IVECO, Volvo and Mercedes. Secondly, we expect it to simplify our administrative processes and save time".

HBN-Teknik are based in Ringsted, DK, where they manufacture mainly screens and splashers for the lorry industry. Like all other companies, HBN-Teknik depend on IT, but do not want to use their own energies and resources in this area. Instead they leave that job to Concare IT, who work closely together with the IT department.

Results

- Just about all IT operations outsourced to Concare IT
- TA technician visits the company on the same day every week
- Control of licences, software and backup copies
- Excellent overview of large amounts of data

CON CARE IT
SUPPORT