MultiVendor Premium Support and **Customized Efficiency** from SoftwareOne

Cost reduction

Through customized contracts

Flexibility

Flexible support model and needs-based training

Service

Bilingual support, available 24/7

Client
Evonik

Industry
Chemicals Group

Services
MultiVendor Premium Support (MVPS)

Evonik is a global leader in specialty chemicals. With 33,000 employees in over 100 countries, the company develops innovative, value-added, sustainable solutions that meet the highest quality standards. To ensure these standards, Evonik relies on a reliable, high-performance IT infrastructure.

Its IT infrastructure is crucial for efficiently managing complex production processes, ensuring minimal downtime, and adhering to strict regulatory requirements. It also protects against cyberattacks and creates the basis for innovation and research using modern, high-performance tools.

For the future, Evonik wanted a trustworthy IT partner to help provide a secure IT environment. The company's long-term success would depend on fast and efficient problem solutions and proactive support.

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The Challenge

Rigid support models and rising costs

As a long-standing partner of SoftwareOne, Evonik needed a new IT support solution. It had to be scalable and capable of reacting with agility to new requirements and changes in the business environment.

SoftwareOne created a tailored solution for Evonik that meets all requirements. It provides long-term cost transparency and high flexibility, allowing IT strategies to adapt optimally to changing market conditions.

The Solution

Customized support with maximum flexibility

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SoftwareOne's MVPS provides us with a flexible and cost-effective IT alternative perfectly tailored to our requirements.

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Emanuel Schmid, Global Sourcing Manager IT Services at Evonik

With MultiVendor Premium Support (MVPS) from SoftwareOne, Evonik received a flexible and customized solution beyond basic support services. A particular highlight of MVPS is the optional training element, which the customer can call up flexibly. This flexibility enables access to specialized products, technology, and license training without the risk of quota expiry.

Additional proactive services included in the MVPS:

- Regular update briefings on Microsoft 365, Azure, and Power Platform to stay current

- Technology consulting, including integrating modern tools such as Microsoft Copilot to drive innovation

- Consulting services tailored to specific organizational needs

- Dedicated engineering to quickly and efficiently solve technical challenges

- Architecture consulting focused on long-term optimization and future-proofing of the IT landscape

With MVPS, Evonik increased the efficiency and agility of its IT infrastructure while creating a foundation for future innovation and growth.

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The Outcome

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We especially value the proactive support and the flexibility to access training courses as needed - a significant asset for our IT department.

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Andre Forman, Head of Cloud and Tenant at Evonik

Cost reduction and increased

The introduction of the MVPS brought Evonik several key advantages:

- **Accessibility:** round-the-clock bilingual support (German and English) is available via telephone, e-mail or through the support portal.

- **Customized services:** Flexible use of additional services and training without being tied to a rigid support model.

- **Premium support benefits:** A dedicated representative serves as the primary point of contact, offering direct access to experts for quick problem resolution.

- **Cost benefits:** Customized contract design has significantly reduced costs compared to vendor-bound contracts.

- **Improved service quality:** SoftwareOne's proactive services and targeted support have sustainably increased the IT department's efficiency.

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