



Reliable IT as the foundation for modern healthcare delivery

Stable operations

Exchange migration successfully completed

Relieved IT team

External expertise flexibly available

Set up for the future

Foundation created for cloud and M365

Customer

Schwarzwald Baar Klinikum

Industry

Healthcare

SoftwareOne Services

MultiVendor Premium Support (MVPS)

Schwarzwald-Baar Klinikum is a central healthcare provider in the region and reflects the challenges faced by modern healthcare organizations: the highest demands on IT availability, security and stability, while personnel resources remain limited. The hospital's goal is not only to operate its IT reliably, but also to develop it strategically as the foundation for future-ready, professional healthcare delivery.

For many years, the hospital has worked closely with SoftwareOne and has used MultiVendor Premium Support (MVPS) to secure ongoing operations while also flexibly adding consulting services for planned projects as needed.



The Challenge

Critical systems, limited resources

In day-to-day hospital operations, IT is not merely a supporting function, but an essential element. Central services such as email and directory services must be available at all times, as they directly support medical, organizational and administrative processes. At the same time, qualified IT personnel are scarce in the healthcare sector.

Against this background, Schwarzwald-Baar Klinikum planned to modernize its email platform: the existing Exchange environment was to be gradually migrated as a purely on-premises solution during ongoing operations from Exchange 2016 via Exchange 2019 to Exchange SE. What mattered most was an approach that took internal IT capacities into account, maintained operational security and strengthened technical expertise within the team. This collaboration became particularly evident when an unexpected technical challenge arose during the mailbox migration.

The Solution

Collaborative, flexible and at eye level



As a hospital, we are pleased to be able to rely on professional support even for what may appear to be smaller consulting projects. Over the years, personal relationships have grown; people know the processes and needs. This enables fast, personal solutions that go far beyond formal response times.



Björn Bechtold, Deputy
Director DTI, Head of IT &
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Technical Infrastructure (DTI),
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Based on a long-standing partnership and a deep understanding of the hospital's structures and processes, SoftwareOne provided flexible, needs-based support as part of the existing MVPS agreement. A German-speaking contact person and the straightforward use of consulting services via an agreed hourly quota enabled fast responses. In the current migration project, the team consisted of two hospital employees and one SoftwareOne consultant. The individual migration steps were carried out collaboratively, so clear progress was visible after the first mailboxes had been migrated successfully.

When unexpected certificate conflicts occurred later in the project, they initially affected the search functionality of the Exchange environment. Because stable functionality was a prerequisite for continuing the migration, the mailbox move was temporarily paused.

As part of the agreed support quota, additional capacity was made available at short notice. The hospital and SoftwareOne team jointly analyzed the situation, identified the connection between the patch and the certificate issues that had occurred, and developed a structured path to resolution. The environment was rolled back in a controlled manner and the reconfiguration was carefully prepared. The knowledge transfer provided by SoftwareOne enabled the hospital's IT team to subsequently rebuild the environment independently. After that, the mailbox move continued in a stable and smooth manner.

The Result

Security, trust and perspective

The migration project was completed within the planned time and budget. What was particularly valuable for the hospital was that the IT decision-makers gained additional confidence in managing the Exchange environment and benefited sustainably from the knowledge transfer. The high first-time resolution rate, direct access to German-speaking contacts and the ability to use services flexibly across different service lines noticeably relieved the internal IT team.

On this basis, the hospital plans to make even greater use of MultiVendor Premium Support for strategic topics in the future. These include optimizing the Windows Server and Active Directory infrastructure, among other areas. In addition, MVPS is also expected to be used prospectively for strategic consulting around cloud and Microsoft 365 topics. MVPS offers the ideal combination of reactive support in day-to-day operations and targeted expert knowledge, making it a reliable partner for the continuous development of the hospital's IT infrastructure.

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