

Case study

Highly secure backup data center for the EOS Group

»With the support of Fujitsu, we have upgraded our entire IT infrastructure to a new standard of high availability and security to protect it against failures and loss of data.«

Jens Salomon, Head of the data center, EOS IT Services GmbH



Financial services covering the entire customer relationship

For every company, data of all kinds naturally constitute an important basis worthy of protection. The EOS Group regards security as a key issue, and a glance at its activities shows why: EOS is a globally operating financial services provider with more than 40 subsidiaries and associated companies in over 20 countries and offers a comprehensive portfolio of services that involves qualifying and processing customer-sensitive data pertaining to customer acquisitions, accounting, arrears billing, debt collection and debt purchase. Moreover the EOS business model comprises customized solutions dealing with marketing information, risk information, receivables management and payment services. More than 5,000 employees all over the world offer services to the customers of the Otto Group-owned EOS Group. In Germany, which is the largest market, the Hamburg-based EOS Group has a workforce of approximately 1,700 employees.

Second data center raises security standards to a new level

The EOS Group, a leading international financial services provider headquartered in Hamburg, provides support for around 20,000 customers worldwide from the banking, insurance, production and mail order sectors, as well as for utilities and telecommunications and IT companies. Its expansion is underpinned by an efficient IT infrastructure that is designed to deliver maximum data security and availability to the company's customers. Now the Group's companies and their customers can count on even greater standards of reliability. With the support of Fujitsu as general contractor, EOS has set up a second data center at its headquarters in Hamburg. As a result, the company has two data centers that back up each other in the event of a fault.

The customer

The globally operating EOS Group ranges among Europe's leading providers of financial services outside of banking and insurance transactions subject to licensing. www.eos-solutions.com



The challenge

To achieve a significant improvement in the availability and security of business-critical and sensitive data, processes and applications so as to cope with strong growth in the volume of data and greater customer demands.

The solution

To create a new backup data center with an intelligent emergency concept that guarantees backup and recovery of the data systems in the event of a fault.

The benefit

- Maximum fault tolerance thanks to two redundantly designed data centers that can back up each other in the event of a fault
- Data protection with state-of-the-art physical security
- The new data center handles part of productive operations
- Rapid implementation as part of an integrated solution from a single source
- The highly secure data center sets the standard for all further backup data centers at EOS

Products and services

- Construction of a new data center complying with the very highest security requirements
- Modular S³R server room in accordance with DIN 4102
- Intelligent emergency concept for servers and storage

No compromises when it comes to total data security

The corporate headquarters in Hamburg is the nerve center of IT support for the business processes of the EOS Group's companies. A large number of terminal servers deliver computing power throughout Europe over a Windows-based network. The IT team in Hamburg also looks after the telecommunication equipment and PC and network technology, as well as being responsible for procuring and supporting hardware and software. Besides high performance and smooth running of the IT, EOS' sensitive business also demands total data security – a key aspect given that EOS administers data from more than 37 million private persons and 3.6 million German companies.

Maximum protection

"We attach top priority to protecting our data," stresses Jens Salomon, head of the data center at EOS IT Services in Hamburg. In order to maximize security, the EOS Group decided to build a second data center. The objective: two redundantly designed data centers that can back up each other in the event of a fault. However, the second data center is not just restricted to backup alone, but also handles part of productive operations. "Nothing stands around idly," is how Jens Salomon describes this concept for a live-live configuration. In the event of a fault, one of the locations takes over the functions of the other. "In this way, we squeeze all we can out of our investment and

also ensure maximum protection of the whole IT infrastructure against failures and loss of data." That's how Jens-Uwe Ehrlich, head of corporate organization at EOS Group company Deutscher Inkasso-Dienst, emphasizes the merits of the new high-availability concept. To realize its ambitious plans, EOS enlisted Fujitsu as its partner. "They won us over with the most comprehensive solution, an intelligent emergency concept and their ability to meet the latest warranty provisions for data centers, and so were awarded the contract ahead of wellknown competitors," says Jens Salomon.

Successes achieved

Fujitsu constructed the new backup data in conformance with the very highest security requirements. The result: two identical data centers that offer state-of-the-art physical security. The servers and storage systems have an emergency concept that guarantees backup and recovery of the data systems in the event of a fault, almost completely ruling out the risk of losing data. The modular S³R server room, which meets the DIN 4102 standard, is a particularly outstanding security feature, ensuring the highest possible level of protection against fire and external influences, such as water used to fight fires. The new level of security implemented together with Fujitsu sets the standard for all data centers at EOS.

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