

The image shows the ORLEN logo in white, stylized letters on a red background. The logo is partially obscured by a white banner at the bottom of the image.

ORLEN Deutschland AG, Elmshorn, Germany

Everything's running smoothly at ORLEN Deutschland, thanks to itelligence!

»ORLEN boasts one of the most modern logistics and billing systems in the petroleum industry. In itelligence AG, we found an ideal technology partner for our sophisticated IT outsourcing project. Together, we were able to reduce costs and secure maximum availability for all systems – there could hardly be a better service.«

Lars Ebert, Head of IT at ORLEN Deutschland

ORLEN Deutschland AG is the STAR among North Germany's service station operators. The company runs some 500 service stations under the name of STAR or ORLEN whose businesses are connected to the head office via a three-tier SAP landscape. Enormous volumes of data flow backwards and forwards since all kinds of different processes need to be managed and controlled: As well as its own extensive communication, the company also exchanges data with refineries, forwarding agents, banks, credit card

companies and many other partners. Despite having one of the most modern logistics and billing systems in the industry, business still wasn't running quite smoothly at ORLEN: The company wanted to improve system availability. The HP Unix hardware, in the meantime, was too costly, and the system performance and monitoring were unsatisfactory. And because the service wasn't perfect either, the company began looking for new solutions: outsourcing to the itelligence AG data centre in Bautzen.

itelligence

ORLEN Deutschland AG

Polish petroleum group PKN ORLEN S.A. has spread its sales network throughout the whole of Europe. The enterprise, which is listed on the Warsaw and London stock exchanges, comprises some 200 companies from all areas of modern petroleum production for industry clients and end-consumers. The wholly-owned subsidiary ORLEN Deutschland AG, headquartered in Elmshorn, is responsible for business in Germany. It now links up nearly 500 service stations in North Germany and is considering expanding further. The head office in Elmshorn employs 100 staff, and a further 2,500 work at the various service stations.



Name:
ORLEN Deutschland AG

Industry:
Petroleum

Products:
Liquid fuels, engine oils
and heating oil

Company size:
100 employees
at the head office,
2,500 employees
at the service stations

Head office:
Elmshorn, Germany

Knowledge made for tapping

ORLEN's head office in Elmshorn, Germany, was soon won over by the itelligence team's services – as a mid-market partner, itelligence offers high standards at its own data centre in Bautzen and excellent value for money. So the company decided to move its SAP applications and communication applications, which are used to exchange data with the 500 service stations. The itelligence team was therefore given the task of moving the systems from the previous service provider's data centre to the Bautzen data centre – without causing a great deal of downtime. At the same time, the migration from the costly HP Unix hardware to Linux had to be carried out. ORLEN hoped to increase performance as well as reduce costs. The new hardware with 64-bit technology, combined with a shadow database, guarantees high availability for the three-tier system landscape. In case the systems crash, the hardware guarantees that they will be fully functional again within an hour.

24/7 hosting at itelligence

This means that the 90 users at ORLEN have perfect access to the systems 24 hours a day, seven days a week. This is excellent because precision, security and speed are essential when it comes to the daily payment transactions. The complete sales, card transactions and logistics information are retrieved overnight by satellite from all of the 500 ORLEN service stations. The head office also supplies every service station with the current fuel prices. The information that is transferred is used to create the statements by the morning. There's no doubt that these daily data and payment flows were heading up the list of priorities.

Whether internal or external communication – everything runs perfectly

Thanks to the ODEX communication software, ORLEN's other business partners were also connected to the three-tier system landscape. Depots, refineries, forwarding agents and banks can now communicate quickly and directly with ORLEN.

The outsourcing contract between ORLEN Deutschland AG and itelligence AG has a term of 36 months. And further collaboration isn't out of the question either since head of IT, Lars Ebert, is completely satisfied with the move to the itelligence data centre in Bautzen. The migration was successful and all of the company's goals were achieved with the change of provider – the partners also mastered a release change to a new SAP platform. With itelligence, everything's running smoothly.

Facts & Figures

Hardware outsourcing of the live three-tier system landscape and a reading system to the Bautzen data centre

Server hardware: Intel

Operating system: Linux

High-availability technology:
Shadow database

Applications: SAP R/3 and ODEX
communication software

Users: 90

Contract length: 36 months

Benefits:

- Maximum availability of all systems
- Increased performance
- 24/7 hosting
- Low maintenance and support costs
- Greater transparency and clear costs

