

Case Study Shanghai

References. Or with the compliments of our clients.

Initial situation

The Executive Board decides to expand into the Chinese market. A team is tasked with producing a business plan in close cooperation with the Swiss Federal Department of Foreign Affairs.

Mandate

The goal set for IT is secure connectivity to the parent company in Switzerland and a link to the hub in Singapore. The basis and guideline for the exercise is the data owner concept. This is particularly important as the company's IT must comply with the directives of the Swiss banking standard (what data can be accessed and changed where and by whom, and where is that data stored).

Solution

The choice of location fell on Shanghai. In order to get a small team up and running as rapidly as possible preference was given to a managed office solution.

Due to the local technical constraints, a telecom provider with its own infrastructure was chosen. The dedicated link with Switzerland and Singapore formed the basis for secure, high-quality data transmission. The IT plan had, however, foreseen that this data should be additionally encrypted. The IT infrastructure, including servers, firewalls and PCs, was assembled in our test laboratory in Switzerland, and its functionality carefully tested. Then - and only then - was everything packed and shipped to Shanghai. Customs formalities can be challenging for a startup in China so it is wise to factor in potential delays.

On-site, all that remained to be done was to connect up the various IT devices (local IT in managed office) and purchase the printers locally. The IT infrastructure was operational on schedule and ready for final testing. And on the launch date, it was successfully rolled out.



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Maintenance

Since then, the IT systems have been monitored and managed remotely by CSF in Muttenz. On-site services are supplied by our vendors (IBM, HP, etc.). Software maintenance is handled out of Switzerland. Other problems are dealt with by our local (English-speaking) sub-contractor.

Support and scalability

The English-speaking IT users receive 2nd level support from our helpdesk. The implementation period, from mandate to roll-out, lasted approximately two and a half months. The client's Shanghai team recently moved into their own rented premises, with space reserves to accommodate a growing number of employees. The move was orchestrated by CSF and, despite an unplanned freeze of three weeks by China Telecom, the offices were ready for occupation just 2 days behind schedule.

Each phase of the project was logged by CSF in a process template. So the client company now has a detailed road-map for setting up its next new location – in Beijing.