

Clearly structured IT organisation supports growth and relocation of production

IT support around the clock across all time zones



The future markets of Rieter Textile Systems are increasingly located in Asia. Production capacities in India and China are being steadily expanded. The IT organisation still looks largely to the parent company in Winterthur and its European locations for support. Any new IT organisation must match the corporate business processes while satisfying the requirements of all subsidiaries.

The Client

- Rieter Textile Systems, CH-Winterthur
- Development, production and distribution of integrated systems for manufacturing yarns from natural and man-made fibres; solutions provider for the entire spinning process
- No. of employees: approx. 5'500 (IT approx. 100); turnover 2007: approx. CHF 1.5 bn

The Objective

- Set up a sustainable IT organisation providing globally professional, economically viable and uninterrupted (coverage across all time zones) support to all subsidiaries.

The Solution

- Define the core requirements expected from the future IT organisation, which must match the business processes, the IT landscape (software applications, development platforms, databases) plus the geographic development of the IT users.
- Orient the user support (first and second level) towards the business processes (product development, marketing and acquisition, order fulfilment, after-sales service).
- Orient the IT departments "User Development" and "Infrastructure" towards the technologies (e.g. SAP/ABAP, Lotus Notes, Delphi, Java) being used within the group.
- Set up the Service Desk organisation as an independent accountability unit with decentralised and centralised structures.
- Organisationally establish IT risk and quality management.

The Client Benefits

- The IT organisation is compliant with the Rieter Textile Systems process model.
- High level of acceptance achieved among IT managers and immediate benefits for users through phased implementation of best practices principle.
- User support is globally transparent for all end-users.
- Various in- and outsourcing levels can be defined and operated for each region.