



Fully comprehensive program with a premium support contract

Available around the clock

24/7 securing the IT infrastructure

Cost-saving

Significant savings in comparison

One contact person

for all IT problems

Customer

Bayerischer Rundfunk

Industry

Public broadcaster

Services

SoftwareOne MultiVendor Premium
Support

Flexible support simplified

Bayerischer Rundfunk (BR) is the state broadcaster in the Free State of Bavaria, headquartered in Munich. It is a member of the „Arbeitsgemeinschaft der öffentlich-rechtlichen Rundfunkanstalten der Bundesrepublik Deutschland“ (ARD) and has the task of providing a high-quality, independent, non-commercial program offering that informs, advises and entertains all citizens.

The challenge

In search of simplified IT support

At Bayerischer Rundfunk, a modern IT landscape ensures a media offering around the clock. The level of networking is extremely high, and even minor disruptions could lead to massive disruptions in TV, radio or web services. For this reason, BR was looking for an experienced and reliable support partner who could not only cover the focus manufacturer Microsoft, but also provide a dedicated contact person for the broadcasting company and be available around the clock in the event of sudden IT problems. In addition, the new support contract not only had to be a cost-effective solution, but also much more flexible than the previous contract with the software manufacturer.

The solution

Comprehensive coverage with just one support contract



“We very much appreciate SoftwareOne’s MultiVendor Premium Support offering. Thanks to this cross-vendor service, we can rely on stable IT operations at all times. Even short-term project support in the area of M365 was realized quickly and without complications.



Marcus Brückner, Head of Data Centers and IT Systems at Bayerischer Rundfunk

The decisive reason for the MultiVendor Premium Support contract and a collaboration with SoftwareOne was the possibility of covering not only the full Microsoft support offering but also a further nine software vendors via a single contract. The Bavarian Broadcasting Corporation’s request for a dedicated contact person is now ensured across all vendors by the Service Delivery Manager. Regular reporting on the status of current projects and tickets, as well as the available budget, is always at the manager’s fingertips. Flexible contingents now enable BR to respond spontaneously to operational issues - such as high-priority incidents - without having to define them precisely before the contract begins.

The outcome

All benefits at a glance

- **Fast & reliable**
Easy addressing of concerns to a dedicated contact person
- **Available around the clock**
24x7 availability with bilingual support (German, English)
- **Cross-vendor**
Vendor-independent IT support for the focus manufacturer Microsoft → Support for up to ten software manufacturers possible
- **Flexible deployment**
uncomplicated contract adjustments. Contingents can be used flexibly (telephone support, remote or on-site support through to reactive or proactive support)
- **Premium Support**
Access to all SoftwareOne services (e.g. SoftwareOne IT Campus, Consulting, etc.)
- **Transparency**
More transparency in the entire support process through ITIL-compliant and audit-proof handling of all IT problems and service processes
- **Cost-saving**
Significant savings in comparison

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