

A dramatic photograph of a space shuttle launch at night. The shuttle is ascending vertically, leaving a bright, intense column of fire and a massive, billowing cloud of white and yellow smoke and steam. The launch is reflected in a body of water in the foreground, creating a clear mirror image of the fiery ascent. The sky is dark, making the bright launch plume stand out prominently.

**Our mission to a
future workplace**



3. IT-Forum HESSENMETALL 2018

Alexander Pöllmann, 08.11.2018



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Agenda

1

Who we are

2

Evaluation process

3

How to implement G Suite in a traditional family business?

4

What we've done so far and what's next?

1

Who we are

About Viessmann



- Traditional family owned manufacturer of heating, industrial and refrigeration systems
- Revenue 2.2 billion €
- 12.000 employees
- 23 production companies in 12 different countries
- 120 sales offices throughout the world

VIESSMANN

Keyfacts about Viessmann IT Service GmbH

2008	Founding
186	Employees
51	Million Euro turnover
67	Supported Viessmann
	companies
9.500	Users



Central IT service provider of the Viessmann Group

- We develop the right system solutions and choose the right software portfolio!
- We provide a scalable and powerful IT infrastructure!
- We guarantee information security!

Up to next 100 years?

VIESMANN

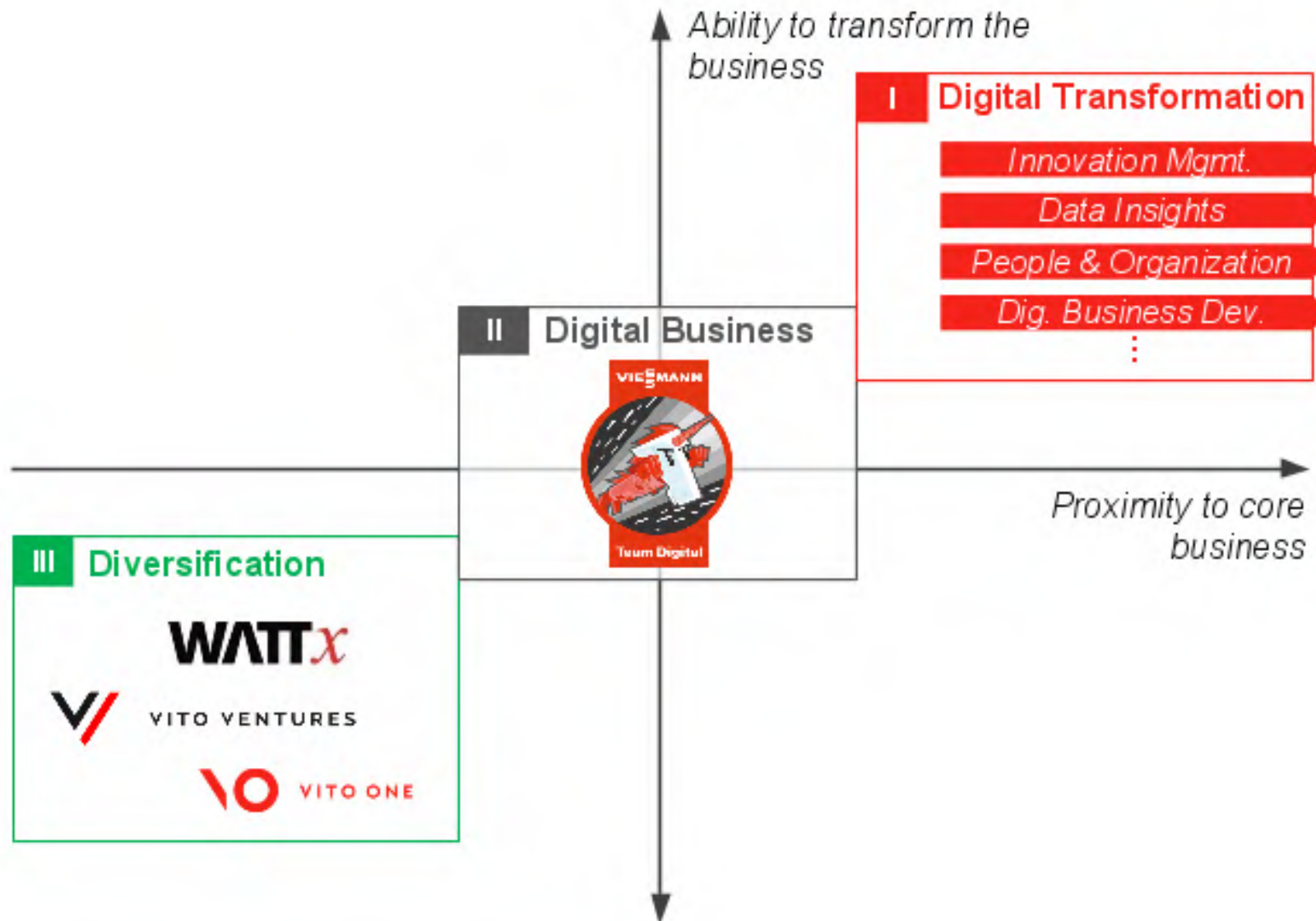


tado°

Thermondo
Der Heizungsbauer.

nest

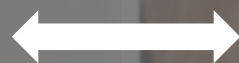
How we have started to transform our business





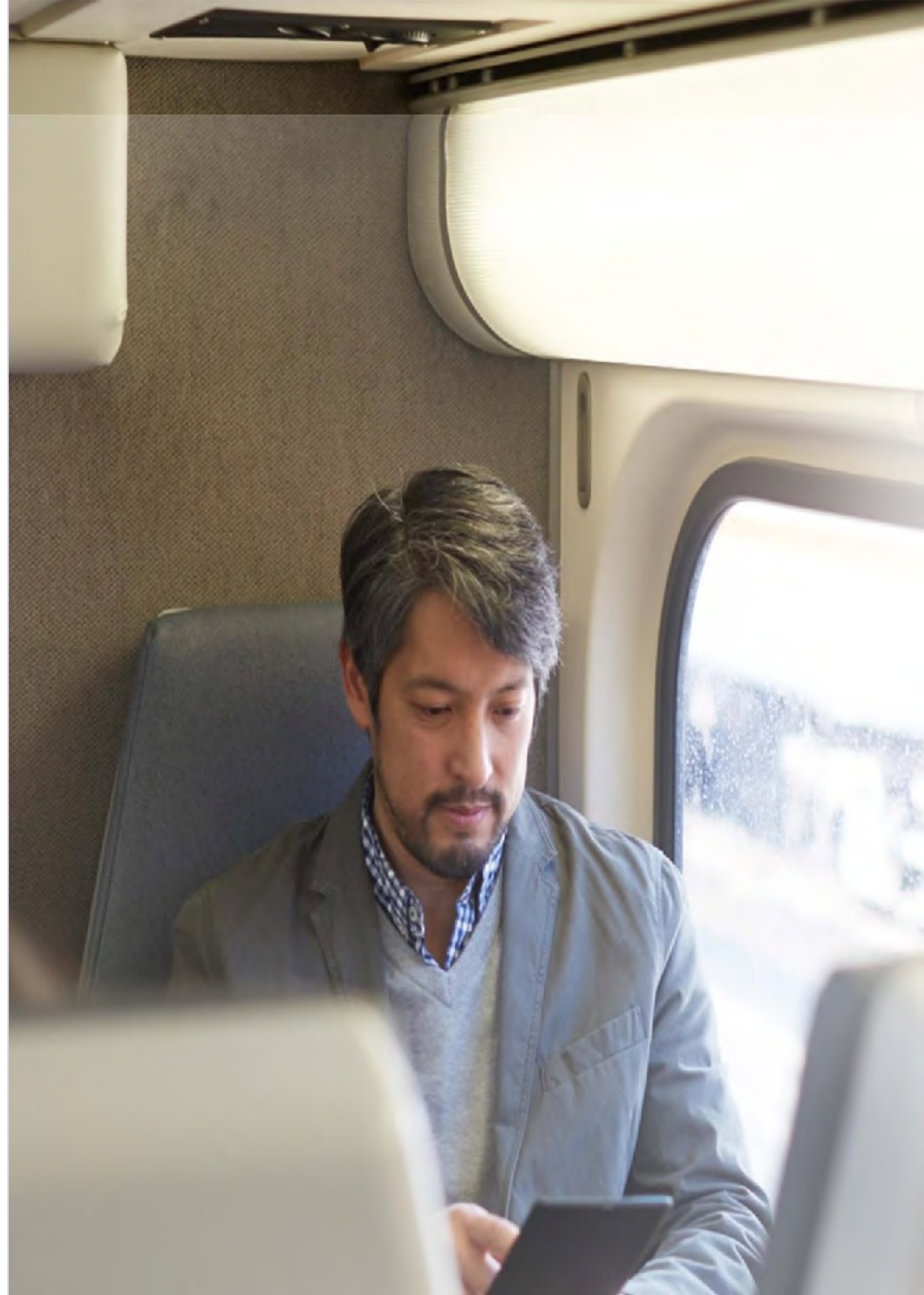
Transformation

External




Internal

Our employees want to
work from **different places**





Our employees want to work from **many devices**



Our people want to
collaborate effortlessly!

Shadow IT creates troubles for today's IT



Private USB Sticks

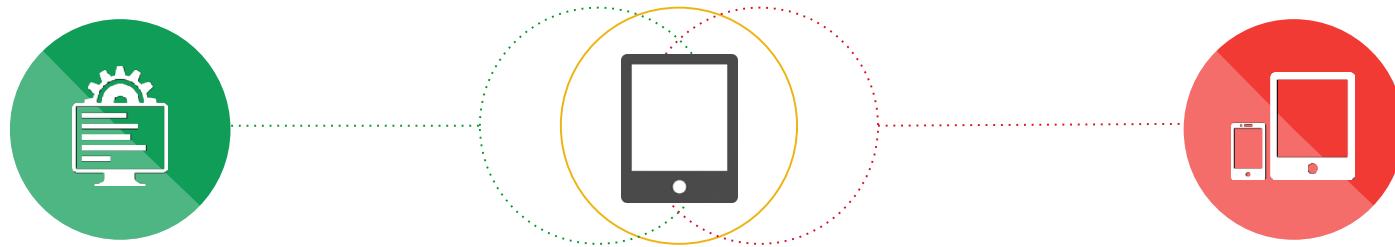


Documents sent to
private email



Uploading files into
consumer Cloud
services

An Enterprise Cloud provides balance between Control & Agility



Control

IT-controlled devices and apps

Strict controls

Slow but low-risk

75%+ IT effort for lights-on

Agility

Own devices and apps

Minimal controls

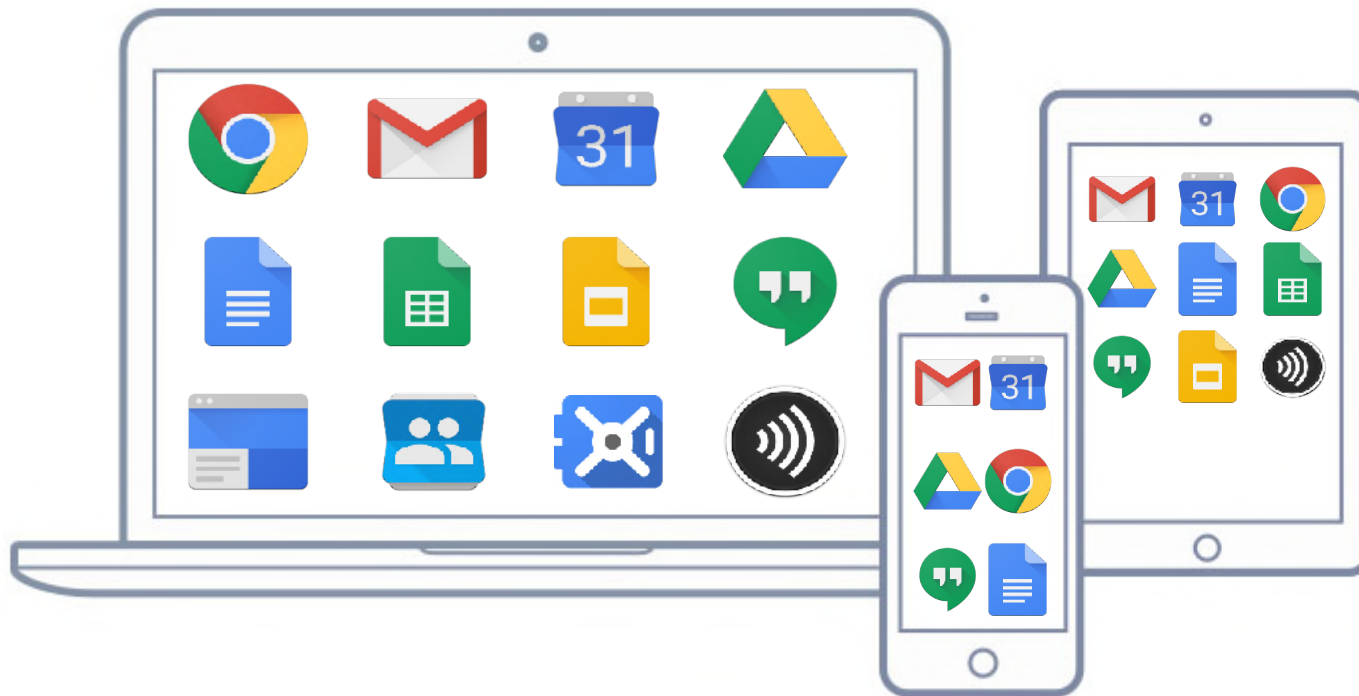
Fast but high-risk

Shrinking IT role

2

Evaluation process

The future workplace for our employees... securely and easily accessible, any device, any place



More *flexibility*
More *team*
More *transparency*
...at the *same costs*

Try to involve your users as soon and gather feedback all the time!

1 Collect requirements



2 Evaluation of solutions



Microsoft

G Suite



3 Consolidation of results



G Suite

To cover the main aspects, we have chosen G Suite because of the following reasons



Empowered and
connected people



Effortless ways
to share ideas



Scalable, high
performance
global platform




Smart apps that
help you get back
to what matters



In-depth security
protecting all data
at every layer



Simple, secure
low-cost
devices

A young child with dark hair is sitting in a kitchen, wearing a shiny metal pot as a helmet. The child is looking down at something in their hands. The background shows wooden shelves with various kitchen items.

Google is committed to the security and privacy of organization's data

- **Compliance**
- today **800 professionals** working on Google's security strategy
- **Encryption** in transit and at rest for all G Suite applications
- Providing **transparency** in regards of security and data privacy
- **All hardware** used for Google data center is **manufactured by themselves**

Third-party audits and certification



ISO 27001



ISAE 3402
Type II



EU MCC



ISO 27017



AICPA SOC



EU GDPR



ISO 27018



AICPA SOC



Privacy Shield
Framework



HIPAA



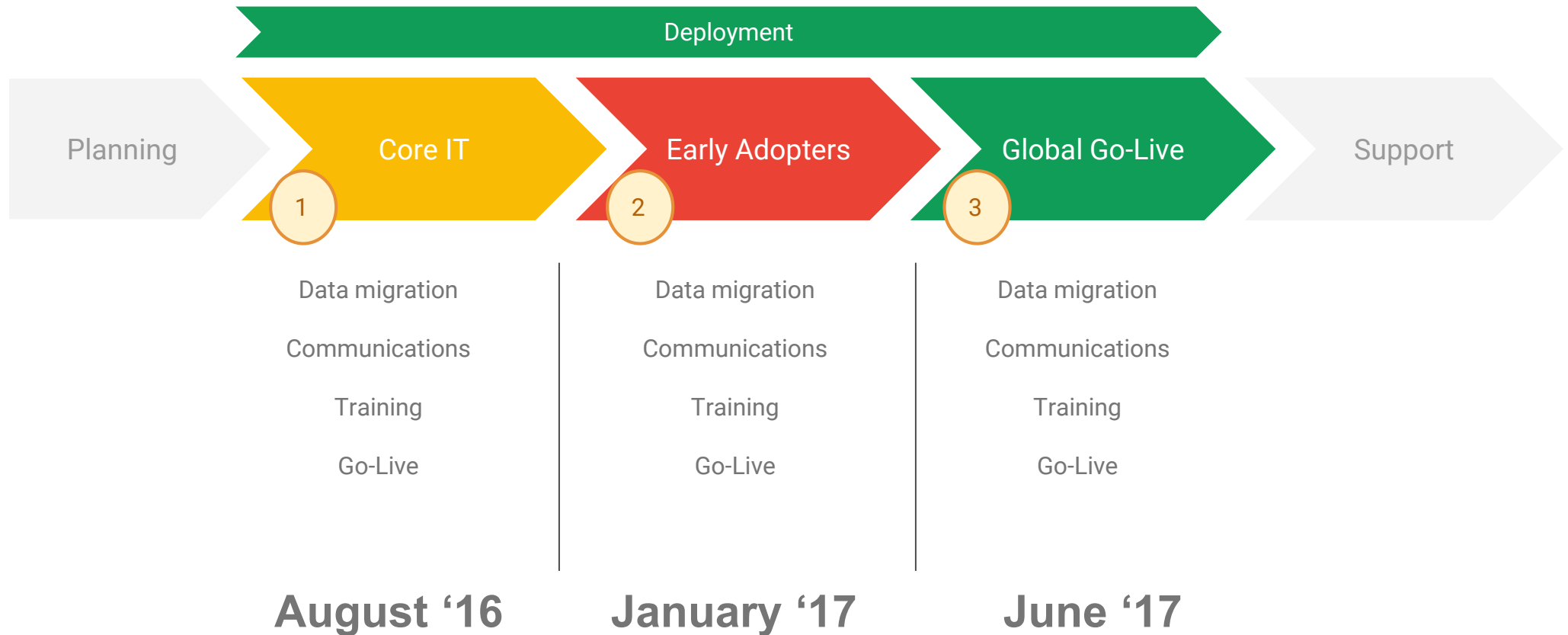
SSAE 15
Type II



3

How to implement G Suite in a traditional family business?

In 3 phases to G-Suite



Driving the adventure to implement G Suite at Viessmann we've learned:

- Empower your **Execs** as soon as possible
- **Communicate** as much as you can
- Build a **strong team** with people who are willing to change
- Be absolutely **transparent**
- Take it as a **chance for change**



4

What we've done so far and what's next?



6 months
since Go Live



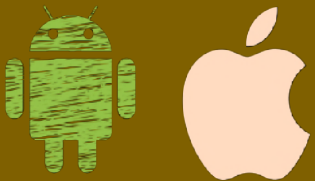
73
countries



23
project team
members



9,451
total accounts



20%
using BYOD



1.7 Mio.
Mails don't need to
be archived



Everyone
uses 2 step
verification



7.200 +
Google meets
each month



750.000
shared documents



What's next @Viessmann?

G Suite was just the beginning of a huge change for our future workplace

Hardware strategy needs to be redesigned due to many potentials in the future

Infrastructure and network architecture is leveraged by more external than internal traffic

Integrate different business applications (e.g. Salesforce, Asana)

Developing business processes on Google Cloud Platform

A future workplace will never be reached

- ❑ Artificial intelligence will heavily improve productivity
- ❑ It's going to be all about APIs
- ❑ New productivity tools will change our way of working



A full-page background image featuring an astronaut in a white and orange spacesuit with a large clear helmet. The astronaut is looking directly at the camera. The suit has an American flag patch on the right shoulder and the word 'NASA' on the left chest. The background is a hazy, orange-tinted landscape with rolling hills, suggesting a Mars-like environment. The text 'Let's talk about your questions!' is overlaid in the center in a large, white, sans-serif font.

**Let's talk about
your questions!**

Backup