



## Professional expertise from a single source

“The BT IP Connect global network has enabled us to standardise our international ICT infrastructure and streamline our processes, introducing consistency and efficiency to our network operations.”

**Tony Wright**  
Head of Global Infrastructure  
HeidelbergCement

### HeidelbergCement selects communication and security services from BT Germany

#### Challenge

A leading supplier of heavy building materials, HeidelbergCement is the global market leader in aggregates and a prominent player in the fields of cement and ready-mixed concrete. The company employs around 55,000 people at 2,500 worldwide locations and in 2010 generated revenue of €11.8 billion.

BT and HeidelbergCement have been working together since 1999, when its landline telephony was migrated to BT. In 2005, the relationship was extended when, following a competitive tender, BT secured the contract to provide the company's European data network.

That contract included the challenge to seamlessly integrate the entire IT infrastructure of all of the companies within the HeidelbergCement group. The aim was to put all data services on a future proof foundation that would be flexible enough to support the evolution of the company going forward.

Dr. Wolfgang Standhaft, Group CIO at HeidelbergCement, explains: “As a global player we needed a partner that knows our business and could offer services wherever we operate. BT is a true international service provider and could provide everything we needed.”

#### Solution

The resulting BT IP Connect global network became central to plans for HeidelbergCement to consolidate its key data centres and virtualise IT services, supporting centrally hosted applications. In just six months BT connected more than 3,500 IT users in 310 locations. Three years on, BT now provides connectivity to more than 1,000 locations in 38 countries throughout the entire EMEA region.

As well as using its own network BT works with other national carriers, using their regional knowledge to deliver the optimum network solution. BT uses a variety of connection technologies from standard leased lines to Ethernet, DSL, radio, and even satellite communications so it can

reach even the most remote regions of Africa. Access to the internet is provided from data centres in Germany and the US.

As well as the IP Connect MPLS-based network and internet access, Assure Threat Monitoring services provide continual monitoring of the company's global network, to repel intrusion and provide early warning of potential threats. As well as using its own resources, BT runs network scans using IPsonar® services to fulfil even the most demanding security and compliance challenges.

#### Value

BT won the contract because of its long term collaboration with HeidelbergCement, its expertise, and the cost effectiveness of its solution. The IP Connect global network now plays a vital role, supporting a large range of centrally hosted services such as SAP-based process applications, business intelligence applications, and video conferencing. Company employees have reliable, efficient, and cost effective access over a fully scalable network.

## Case study

# HeidelbergCement

“As a global player we needed a partner that knows our business and could offer services wherever we operate. BT is a true international service provider and could provide everything we needed.”

**Dr. Wolfgang Standhaft**  
Group CIO  
HeidelbergCement

Tony Wright, Head of Global Infrastructure, at HeidelbergCement says: “The BT IP Connect global network has enabled us to standardise our international ICT infrastructure and streamline our processes, introducing consistency and efficiency to our network operations.”

HeidelbergCement appreciates the support of the BT German-based account team and other BT contacts in countries where it operates

worldwide. To assist HeidelbergCement advance its IT consolidation, BT provides access to a range of resources such as router specialists and change managers. It also provides a Germany-based single point of contact for all network related issues.

Dr. Wolfgang Standhaft sums up: “In western and eastern Europe as well as in Africa and Asia, BT provides us a global technical solution with excellent customer service.”

## Core services

- BT IP Connect global
- BT Internet Connect global
- BT Ethernet Connect
- BT Private Line Connect
- BT Assure Threat Monitoring



## Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract. The meaning of the word partner or partnership in this case study does not give rise to a partnership as defined in the Partnership Act 1890 or other relevant law.

© British Telecommunications plc 2012

Registered office: 81 Newgate Street, London EC1A 7AJ  
Registered in England No: 1800000