



“The Fujitsu is not only a first-class, reliable hardware supplier, but also provides proactive support and delivers genuine added value. That’s our idea of a partnership.”

Christian Hoechst
Team Leader, IT Operations
Hermes Logistik GmbH & Co KG



When replacing its hardware, Hermes Logistik also protected itself against ransomware with CryptoSpyke – at the proactive suggestion of Fujitsu.

At a glance

Country: Austria
Industry: Logistics service provider
Founded: 2007
Website: www.myhermes.at

Challenge

Hermes Logistik required new Fujitsu servers and NetApp storage hardware. As part of its quote, Fujitsu recommended that the customer consider additional malware protection certified for NetApp – and met with a positive response.

Solution

The solution includes two new FUJITSU PRIMERGY RX2530 servers and two RX1330 servers, as well as a NetApp AFF8040 all-flash storage array and a NetApp FAS2540 hybrid flash storage system. At Fujitsu’s recommendation, Hermes has also opted for the CryptoSpike solution from ProLion to protect against ransomware.

Benefit

- Holistic customer consulting that thinks outside the “hardware box” and strong encryption of the biometric data
- Improved security, thanks to new malware protection on the storage level
- Support and maintenance for Fujitsu and NetApp from a single source
- Security features integrated in PRIMERGY servers also protect hardware interfaces, BIOS and firmware against cyberattacks



Customer

Since it entered the market in 2007, Vienna-based Hermes Logistik GmbH & Co KG has become one of the most important parcel service providers in Austria. Thanks to its close partnership with the Austrian Postal Service, Hermes' shipping service is currently responsible for almost all parcel shipments from, within and to Austria. The company ships parcels for both private and corporate customers. Hermes Logistik has more than 1,600 parcel stores in Austria, employs around 40 people at its Vienna location and is part of the international Otto Group.

Products and services

- FUJITSU PRIMERGY RX2530 servers and FUJITSU PRIMERGY RX1330 servers
- 1 x NetApp AFF8040 all-flash storage array
- 1 x NetApp FAS2540 hybrid flash storage system
- Multiple FUJITSU Desktop ESPRIMO G558 mini PCs
- 1 x CryptoSpike malware protection for NetApp storage from ProLion
- Support and maintenance for all Fujitsu and NetApp hardware

Years of excellent experience with Fujitsu

Hermes Logistik GmbH & Co KG has been active in Austria since 2007 and has become a successful parcel service provider. Based on several peculiarities in the market and a new strategic orientation, Hermes headquarters in Hamburg outsourced its IT in 2012. This went hand in hand with the creation of a separate IT department in Vienna. Christian Hoechst, currently Head of IT Operations, was involved from the very beginning. Since then, he has been purchasing his server hardware – now in its third generation – from Fujitsu.

"I was familiar with the management of Fujitsu devices from previous jobs and was always satisfied with the performance and support. For this reason, I stayed with Fujitsu when creating our new server park."

Powerful infrastructure with Fujitsu and NetApp

A total of eight medium-sized and large FUJITSU PRIMERGY server systems are currently in operation at Hermes Logistik. The five-member IT team uses them to manage and consolidate all its data traffic, which includes data generated by Hermes headquarters in Hamburg, by numerous commercial partners and by over 1,600 Hermes parcel stores throughout Austria for the purpose of coordinating parcel deliveries logistically and in real time. Every day, some 2.5 million transactions are processed via the system. The smaller server types act as domain controllers and backup servers, whereas the large servers function as virtual environments for running core applications. Both in Austria and at headquarters in Hamburg, Hermes relies on NetApp for storage. When server and storage capacities were reaching their limits in 2018 and some devices were nearing the end of their product lifecycle, it was time for replacement and expansion.

Proactive consulting

"We solicited bids from various resellers, including IT92," recalls Hoechst. "For the first time in a while, I was back in direct contact with Fujitsu. I found out that Fujitsu's portfolio also included sales and support for NetApp. Because of our excellent experience with Fujitsu support, we immediately became interested in this option." Another option would also prove to be extremely promising. "When the Fujitsu presales team told us about the CryptoSpike virus blocker from ProLion, we were all ears. CryptoSpike bridges a security gap that had so far never been completely closed."

In conjunction with NetApp, CryptoSpike from ProLion provides comprehensive protection against ransomware. The software monitors every transaction in the NetApp storage system in real time and immediately blocks affected users. It identifies anomalies in file extensions, file names and user behavior and is affordable and easy to administer. In addition, it instantly supplies information on where an attack occurred and supports the recovery of damaged files. Added security is provided by the security features integrated in PRIMERGY servers that also protect hardware interfaces, BIOS and firmware against cyberattacks.

A partnership with added value

Following a test phase, it was decided that Hermes Logistik would purchase its servers as well as storage support from Fujitsu. The hardware order was placed with the reseller IT92 and included two FUJITSU PRIMERGY RX2530 servers and two RX1330 servers as well as one NetApp AFF8040 all-flash storage array and one NetApp FAS2540 hybrid flash storage system – both with CryptoSpike. Productive operation was initiated after the holiday rush in December 2018. Since then, the systems have been functioning perfectly. But Hoechst's satisfaction extends even further. "Fujitsu not only met its obligations and supplied us with new hardware, but it also took the initiative. That's my idea of an optimal partnership between supplier and customer – holistic, solution-oriented and with the necessary responsiveness," says Christian Hoechst. "The recommendation to use CryptoSpike resulted in genuine added value. Now we're thoroughly protected against ransomware – with an extremely attractive cost-benefit ratio."

Hermes Logistik is also using several FUJITSU Desktop ESPRIMO G558 mini PCs. All employees who use a stationary PC are equipped with these devices. "It was important to us that the PCs be on the desks and the floors uncluttered. Since we don't need an optical drive, we wanted the computers to be as compact as possible. The ESPRIMO PCs have fully met all these requirements. We first saw them at the Fujitsu Forum in Munich and were immediately won over. In line with our smart workplace concept, we're now benefiting from clearly organized workstations for employees and IT support," adds Christian Hoechst.

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