

WE ENABLE OUR CLIENTS TO SERVE PERFORMANCE AT VALUABLE COSTS

The Challenge

Strong competitive and costs pressure as well as the war of talents affects the company massively. To meet the high demand for customer projects SCHMIEDER decided to set up a German-speaking IT support team in Kosovo with Borek

The Solutions

Fast staffing

From first request to fully integration of IT talents it takes less than 6 weeks. Now the team already grows up to 6 employees with dedicated Schiemder Office at Kosovo plant from Borek

Top Talents

Borek Solutions offers talents within the areas of tech stack – The team offers a variety of customer needs from helpdesk, hotline and monitoring to ticket processing and, in some cases, their own projects with end customers

Reduced costs

Borek was able to offer a team of experienced IT experts for valuable costs (approx. -44% per FTE)

German quality standards

Thanks to Borek Excellence Operational Model with German supervisors the project teams achieve great results at German quality levels or above

The Benefits

<6 weeks staffing time

6 Team Members deployed

1 Dedicated Schiemder-Office

100% German Speaking

Team Members (>B2 Level)

24/7 Monitoring of Systems and Availability for Remote-Support

-44% of costs per FTE compared to in Germany located talents

Tech Stack:

- HP Switches, WLAN, Server, Storages,...)
- **MS Windows Domains** (AD, Exchange, File and Print)
- **IT Networks** (Switch, Routing, Firewalls, Netscaler, VLANs,...)
- **Citrix** (Xenapp, SenseServer, ..)
- **Linux** (Apache, MySQL, Python,...)
- **Virtualisation** (VMWare, Veeam, Virtual Machines,...)
- **Hardware**



Holger Schiemder
Owner & CEO

“We were delighted to work with Borek solutions! The team ensures a quick start with perfect matching IT talents with fully integration in our project teams at German quality level or better, Great job!”