

# 4IT Solutions leads the Digital Transformation of R. Audemars SA with the service of Outtasking

## About R. Audemars SA

Born in the Swiss watch industry more than 120 years ago, R. Audemars SA has developed into an international group of companies specializing in microtechnology for the medical, aerospace, automotive and industrial markets. R. Audemars SA is strategically focused on the co-development and fabrication of the smallest precision electro-magnetic micro-components and assemblies for the operation of the smallest high-tech devices for global customers and key components within the smallest and most innovative portable, implantable and interventional medical devices, enabling the preservation and improvement of life conditions. The company has managed over the years to establish a world-leading position in several markets by always being at the forefront of new technologies and processes.

## The challenge

To keep up with the Digital Transformation, R. Audemars SA felt the need to rely on a reliable partner who could consciously guide it, and at the same time, provide high-level user support, keep the infrastructure up and running, and ensure business continuity. In fact, the increasing complexity of the company's systems required a range of vertical IT skills that only an entire team would be able to respond to.

*'In order to increase the level of IT efficiency and corporate security while maintaining full control over costs, R. Audemars SA needed a service that would provide a comprehensive portfolio of IT solutions and a team with a wide range of technical expertise.'* These are the words of Mishel Borcic, founder of 4IT Solutions.

At the same time, the strategic component was a key aspect of being able to carry out the Digital Transformation project successfully, and for this reason it should not have been overlooked.

## CUSTOMER

R. Audemars SA

## GOAL

Keeping customer's company effective and support its Digital Transformation through a whole portfolio of IT services

## PARTNERS INVOLVED

4IT Solutions

*'As our vision for the group was long-term, we were looking for a partner who could also lead us with an innovative and pioneering spirit.'*

Mirko Audemars  
CEO, R. Audemars SA



## The solution

Given the requirements, the Outtasking service immediately turns out to be the ideal solution as it would have allowed the client to accelerate existing projects and develop new ones, without neglecting the day-to-day operations entrusted to a team of good professionals capable of sourcing and analyzing the needs of the business by proposing modern IT solutions to support them. Having then identified the solution in an entire IT outsourcing service, 4IT Solutions began to act on three areas:

- On-premise support to the more than 60 employees spread across the three locations Switzerland, China and the Philippines through multilingual service desk service
- Monitoring of the entire infrastructure proactively, anticipating possible issues through a monitoring system
- High-level strategic consulting through the figure of interim CIO

## The results

Through the Outtasking service, R. Audemars SA is free to focus time and resources on its core business, delegating IT management entirely to 4IT Solutions.

After more than 10 years of active service, Audemars SA highlights 3 main advantages:

- The company performs effectively without disruption thanks to a comprehensive portfolio of IT services
- Elimination of hidden costs thanks to an all-inclusive monthly fee
- Elimination of risk given by a single point of failure

*'(...) they designed this service specifically to fit our company and our needs, there was nothing preset or standard.'* Comments the group's CEO, Mirko Audemars, and adds *'in addition, we have total control over costs thanks to a clear and transparent monthly fee,'* and concludes *'in a world where we cannot afford business interruptions, the choice of partner to rely on is crucial, and we are confident in the choice made.'*

## Next Steps

Adoption of Microsoft Teams telephony for an even more complete and unified Modern Workplace experience.



*'It is critical for us to provide customers with a single point of contact that on a regular and cadenced basis takes stock of the situation, highlighting business trends through monthly KPI analyses and promoting innovative initiatives aimed at improving business processes and models.'*

Mauro Addis  
CIO ad interim, 4IT Solutions

**We're ON IT.**