



### At a Glance

**Industry :** Logistics & Mobility Service Provider

**HQ Location :** Ratingen, Germany

**Region :** Europe

**Establishment :** 1934

**Company Website :** [www.dkv-mobility.com](http://www.dkv-mobility.com)

**Revenues:** €714 million in 2023

### Background

DKV Mobility is the leading European B2B platform for on-the-road payments and solutions. With DKV Mobility service cards, ~374,000 customers fuel and charge their vehicle fleets via the largest brand-independent, energy-agnostic acceptance network in Europe, including ~68,000 conventional fuel stations, ~806,000 EV charge points and ~22,000 alternative fuel stations.

In recent years, DKV Mobility has grown and expanded its services to provide toll payment solutions, VAT refund services and a Customer Portal and App, offering a suite of value-added digital solutions (Telematics, TMS, Freight, Fleet Management) to support logistics and fleet managers as well as drivers.

To keep its service network operating across 50 countries and to support 2500+ employees in office locations all over Europe and their partner network, DKV Mobility relies on its IT, datacenter operations and infrastructure. Employees rely on the availability of critical applications including Microsoft 365 apps.

For several years, eG Enterprise has been used by DKV Mobility's Infrastructure Services department to ensure the performance and availability of IT services critical to the business.



### DKV Mobility Challenges

- DKV Mobility has experienced significant success and employee numbers have grown from 1000 to 2500+ in less than 6 years. The Infrastructure Services team needed tools to automate and to support additional users to be more efficient.
- With ever increasing demand for managing their services, the ability to plan the capacity of IT resources, both on short-term and longer-term timescales, is vital to the business.
- DKV Mobility has a clear cloud migration and modernization strategy to leverage cloud in use cases where it offers best value, resilience, user experience and application performance. Monitoring tools adopted must align to the future of IT operations at DKV Mobility.



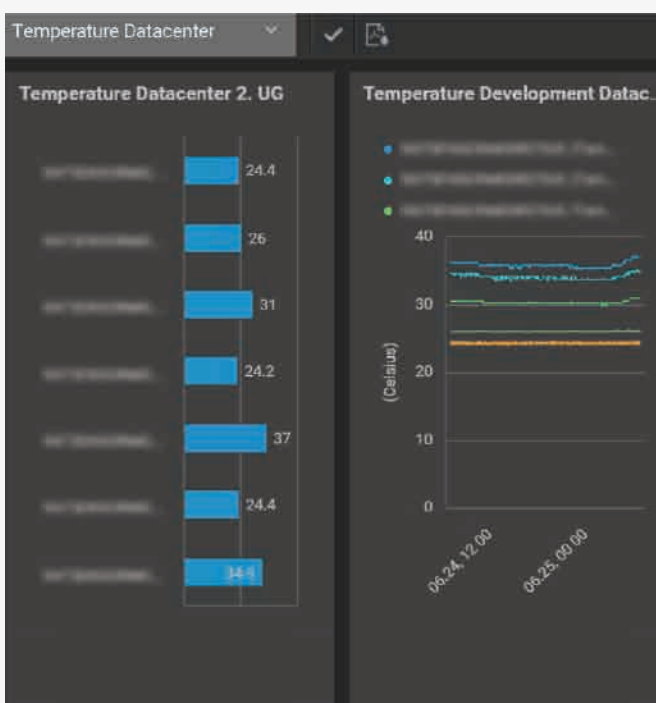
*"The support we have received from eG Innovations and their German partners has been excellent, both in quality and time responsiveness. Their understanding of our way of working, the German requirements and regulations and our working culture was very valuable."*

*Kai Veldkamp,  
Head of Data Center Services, DKV Mobility*



## Why eG Enterprise?

- DKV Mobility Infrastructure Services department likes the simple graphical overviews provided by eG Enterprise. The ability to customize views and dashboards to specific roles is popular. For example, the application owner (non-IT), of a certain business critical application, has a customized dashboard containing only his relevant KPIs, whereas the person responsible for managing Microsoft 365 licenses has her own dashboard.
- The Infrastructure Services team is not a service provider, e.g. not offering services directly to external customers. Therefore and because of its limited personnel capacity, monitoring the infrastructure and services they are responsible for is not their primary task – it is to support the company to achieve the company's strategic goals. And so, the very low overhead needed to deploy and use eG Enterprise is important. DKV Mobility has found it to be an out-of-the-box complete solution that does not require bespoke scripting or fiddly MIBs management.
- Prior to adopting eG Enterprise, the DKV Mobility Infrastructure Services team's monitoring was limited to infrastructure availability and networking insights. eG Enterprise now provides excellent application performance monitoring (APM) capabilities, automated reporting and capacity planning features - filling a critical visibility gap.



## Implementation

The Data Center Services team at DKV Mobility is responsible for provisioning infrastructure and services, including in an external datacenter and a public cloud environment. They deliver around 150 virtual servers to support business applications and technologies including Tomcat Java application servers, MS SQL servers, Oracle databases, Citrix Virtual Apps, VMware ESXi servers, web servers such as IIS, file and print servers, mail environments, Active Directory and more.

For several years the DKV Mobility Data Center Services team has relied on eG Enterprise to provide unified application and infrastructure monitoring. Over the years, eG Innovations has been able to provide monitoring as DKV Mobility has adopted new technologies and applications such as cloud and SaaS services as well as Exchange Online. Critical business applications include SaaS applications such as Microsoft 365, OneDrive for Business, Teams, SharePoint and Exchange Online. In-house bespoke applications such as payment systems are also supported.

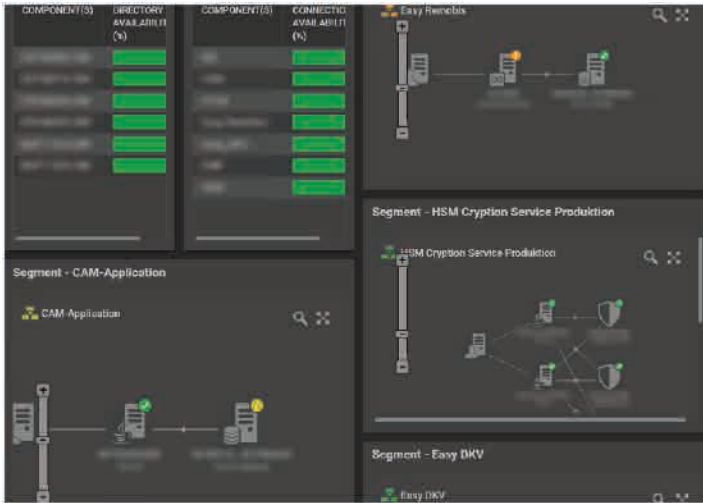
The on-premises deployment of eG Enterprise enables DKV Mobility to meet the relevant regulatory and compliance obligations. This is verified regularly during internal and external audits.

The Data Center Services team works closely with other DKV Mobility IT teams such as the Service Desk and Workplace Services team responsible for employee endpoint devices, license management and Citrix.

## Local Support Backed by Global Expertise

An important factor in the long relationship between DKV Mobility and eG Innovations has been the quality and responsiveness of support, both locally and globally.

Over the multi-year relationship, DKV Mobility has benefited from face-to-face on-site visits from the eG Innovations team and local German speaking partners. As new IT technologies have been introduced, eG Innovations' proactive and responsive support has added features and customizations on request.



## The Future at DKV Mobility

- DKV Mobility currently maintains an on-prem deployment of eG Enterprise, as they move more services to the cloud, the option to leverage eG Enterprise as SaaS from GDPR compliant Western European regions offers flexibility.
- eG Enterprise's support for hybrid and multi-cloud usage aligns with DKV Mobility's long term cloud usage strategy and will allow them to leverage the same monitoring and observability platform to baseline and measure success through future digital transformations.

## Results

DKV Mobility has seen many benefits from deploying eG Enterprise to oversee its IT infrastructure operations.

### Benefits to the Infrastructure Services team:

- The detailed root-cause diagnostics for performance and availability issues allow the team to rapidly identify and resolve bottlenecks and lower MTTR.
- The IT team leverages regular automated reporting on both a daily and a monthly basis and can continually measure and quantify their operational success.
- When the performance of email archiving began to deteriorate. The standard eG Enterprise reports identified a 25-30% growth and anti-virus scanning impacts, allowing the Infrastructure Services team to increase their archiving capacity in parallel with organizational growth resolving the issues.
- eG Enterprise analytics and capacity planning features allow the Infrastructure Services team to scope and calculate IT investments earlier and better.



*"Before eG Enterprise, we did not have good app monitoring. The real-time application monitoring eG Enterprise now provides is very important to ensuring service availability."*

Kai Veldkamp,  
Head of Data Center Services, DKV Mobility



## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a catalyst for productivity, growth, and profit. Many of the world's largest businesses, across different verticals, use eG Enterprise technology to enhance IT service performance, increase operational efficiency, and ensure IT effectiveness.

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