

Success Story



The challenge

Kitchen retailer Küchen Quelle relies on an extensive IT infrastructure to handle the electronic workflow between sales staff, head office, five kitchen megastores, the manufacturers of furniture, sinks, stoves and refrigerators, and finally the coordination of freight forwarders and cabinetmakers who deliver and install the kitchen in the customer's home. When Küchen Quelle was detached from insolvent Arcandor Group, the company had to move its IT out of the group data center within less than two months.

The solution

Parallel to the move of the company, noris network provided for Küchen Quelle within the shortest possible time the network, server and database infrastructure for the relocation of the workflow system. Since the HR systems of the furniture dealer were completely dependent on Arcandor Group, its own payroll accounting was set up too.

The successful project

When Küchen Quelle moved into its new headquarters, all partners had already been connected to the workflow system. Just one month after the relocation, the payment of salaries could be handled by the new accounting system. Today, the hosting of Küchen Quelle's IT infrastructure meets the highest security standards - at lower costs than before in the Group. Active monitoring ensures that potential errors are detected before they occur.

Secure IT for Küchen Quelle



"I really have to say that I was totally surprised to see how motivated, competent and active the noris network team did their job. We immediately had a very, very good feeling," says Martin Helmreich, Head of IT at Küchen Quelle.

The electronic path to buy a new kitchen

Küchen Quelle has been operating an electronic workflow for years – covering the entire process from the initial inquiry by a prospective customer to invoicing for the new kitchen. Küchen Quelle's workflow is largely modeled in Lotus Notes groupware. A customer who asks for an appointment is assigned to a Küchen Quelle consultant after entering his / her ZIP code. The consultant meets the customer and plans the desired kitchen on his laptop computer. The offer and order documents are generated and automatically distributed at Küchen Quelle's headquarters to the manufacturers whose products have been chosen in the planning phase. Finally, when all components are available, the installation in the customer's home is organized. "Our entire business model is based on extremely good IT support. A breakdown of our IT environment would be fatal, since we would neither be able to receive information from our customers and consultants nor send any data to freight forwarders and manufacturers," explains Martin Helmreich, Head of IT at Küchen Quelle.

Speedy move

Küchen Quelle had been detached from insolvent Arcandor Group and had to move along with its IT environment. In addition to the hosting of the workflow system, the most urgent challenge was to set up an own payroll accounting – a psychologically important signal to the workforce in the phase of uncertainty that followed the insolvency and takeover of the company.

Küchen Quelle

Küchen Quelle started the direct marketing of built-in kitchens in 1978 as a business unit within the former mail-order company Quelle. The kitchen consultants plan and advise on site at the customer's home. By 2009, the company sold more than 600,000 kitchens. In November 2009, Küchen Quelle was taken over by a Frankish group of investors.

noris network AG

Nuremberg-based noris network AG offers enterprise customers tailor-made ICT solutions in the areas of IT outsourcing, cloud services and network & security. Technological basis of these services is a powerful IT infrastructure that relies on noris network's own high-performance backbone and multiple high-security data centers. noris network AG is fully certified according to ISO/IEC 27001 and ISO/IEC 20000 and has a BSI certification for its own data centers. The data centers have been awarded the maximum rating of five stars in the eco Datacenter Star Audit conducted by eco (Association of the German Internet Industry).

Küchen Quelle's IT department and noris network worked together under tremendous pressure, and when the company moved into its new premises in the west of Nuremberg, the workflow system was up and running in the high-security data center of noris network.

Selling kitchens without a worry

The efforts made in terms of the payroll accounting also completed successfully. noris network also took over the LAN management and the network integration of the new premises. The office systems were taken care of by Küchen Quelle's own IT team. "Our active monitoring ensures that potential errors are identified at the earliest possible stage," stresses Ingo Kraupa, CEO at noris network. "We make sure that Küchen Quelle's staff can focus on selling kitchens and do not need to worry about any IT issues.

Data & facts

- Relocation of a data center under pressure of time
- Detachment of the HR systems, setup of a new payroll accounting
- Blade center with five blades running as terminal servers
- Three servers for a virtualization environment with a 5TB SAN
- 20 servers for route planning, design and optimization software and Lotus Domino workflow environment
- ORACLE database with 650GB capacity in secure operation
- Active monitoring of all system components

noris network

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