

Accelerating Client Performance

SCHMIEDER it-solutions GmbH.



Holger Schmieder

Owner of,
SCHMIEDER it-solutions GmbH

“Despite difficulties finding local staff, Borek’s quick start and support from Kosovo proved invaluable. The team became fully operational in under 3 months, even overseeing my customer projects. They are like real colleagues, with excellent German language skills. Highly recommend Borek!”

The Challenge

As a regional IT service provider with around 50 employees, SCHMIEDER IT looks after medium-sized customers in the Stuttgart area. Due to strong competitive pressure and the rural location of the company, the number of applicants is usually limited, and the costs are often high. To be able to cover the high demand for customer projects in the field of multi-cloud, IT security, and IT infrastructure, SCHMIEDER decided about a year ago to work with Borek on a German-speaking IT support base in Kosovo.

The Solution

After receiving the order from SCHMIEDER, Borek was able to present the first candidates within 14 days and had the first 3 employees operational after 6 weeks. The team now consists of 7 employees, who focus on different things in the tech stack shown and are therefore deployed in a variety of ways at SCHMIEDER, from the helpdesk, hotline, and monitoring to ticket processing and sometimes their own projects at the end customer.

The Results

Due to the significantly lower cost of living in Kosovo, Borek was able to assemble a team of experienced IT experts at an average rate that is 40% cheaper than the gross monthly/price per resource in Germany. In comparison, hiring a similarly experienced IT expert in Stuttgart would require Schmieder to pay around 40-45% more. Through weekly reviews with Borek's dedicated operations manager, Schmieder now also achieves greater efficiency and can make even better use of its employees in Germany in on-site customer projects.

The technical specifics performed

- Number of resources: 6
- German level in the team > B2
- Dedicated office 24/7 on-call service
- 3-shift service 20% on-site work (in DE)
- IT-Networks (Switch and Routing Systems, Firewalls, Antivirus, Netscaler, VLANs)
- Citrix (Xenapp, xenserver, mcs, netscaler)
- Linux (apache, mysql, python, monitoring)
- Virtualisation (Vmware, xenserver, veeam, virtual machines)
- Hardware (HP switches, WLAN, server, storages)