

## BMW Group | CCVOSSEL GmbH

### Technical Support of Relevant Vehicle Systems



Bild: Shutterstock / Mikko Lemola

## Requirements

As our customer, the BMW Group, had already had good experience with the services we provided in the area of 24/7 Security Operations for four years, an enquiry was made to take over the technical support in the area of security-relevant vehicle systems. The customer wanted to be able to rely completely on the experts of CCVOSSSEL regarding the technical support of the vehicle-relevant systems for enquiries from all interest groups.

## Implementation

In order to meet the customer's requirements, CCVOSSSEL GmbH created a support team within a few months which, through intensive training, ensures technical support for four vehicle-relevant systems in the 9-17 o'clock service. A single request can mean up to two hours of analysis work in other tools. In order to process the requests adequately, our experts use up to 20 other applications. These include Python scripts, various database systems and application programming interfaces (API). This ensures

responsible support for the four applications with global interfaces to the BMW Group.

In this collaboration, the work of our IT experts is particularly characterised by the breadth of the competence spectrum. In addition to a high degree of diligence in setting up rights and detailed documentation of the acquired knowledge, extensive expertise in many different applications and systems is necessary to optimise processes and test applications. In this way, the CCVOSSSEL GmbH team ensures smooth application of the applications for all users.

## Conclusion & Outlook

Through our competence and reliability, we have been relieving our client as a reliable partner for two years. The cooperation is considered very pleasant by both sides, both personally and professionally. The BMW Group has expressed its appreciation to CCVOSSSEL GmbH by extending the cooperation. Thus, our support team continues to be a competent contact for the customer's specialist department and all other application users.



## Security

360° Review and optimization  
of your IT security



## Business Solutions

Professional IT services  
around your infrastructure



## Software Development

Optimization of your processes  
through custom solutions

## CCVOSSSEL – well known for professional IT services for over 25 years

We are committed to our customers and to an open minded society. Our focus is on the protection and operation of IT systems with a main emphasis on IT security. Our interdisciplinary teams consisting of administrators, consultants, data analysts and software developers are habituated to finding efficient and modern solutions even for complex requirements.

## Our Clients

Siemens Bosch Daimler AG  
Lufthansa System Network GmbH  
Howoge Servicegesellschaft mbH  
John F. Kennedy Friendship Center e.V.  
Vattenfall Deutsche Bank AG  
Gilette Deutschland GmbH & Co. OHG  
BMW KPMG Agilent Technologies  
Trägerverein des deutschen Presserats e.V.  
Sony Europe GmbH G + J Berliner Verlag GmbH  
Roche

## Cooperations



## Certifications



## CCVOSSSEL GmbH

www.ccvossel.de | info@ccvossel.de | FreeCall: 0800 2286773 | + 49 30 6098409 – 0

Office Berlin Prenzlauer Berg | Sredzkistraße 28 | 10435 Berlin

Office Berlin Tempelhof | Rathausstrasse 48 | 12105 Berlin