

Engineering  
GREAT Solutions



# Why does Finn and Indian need also Czech guy?



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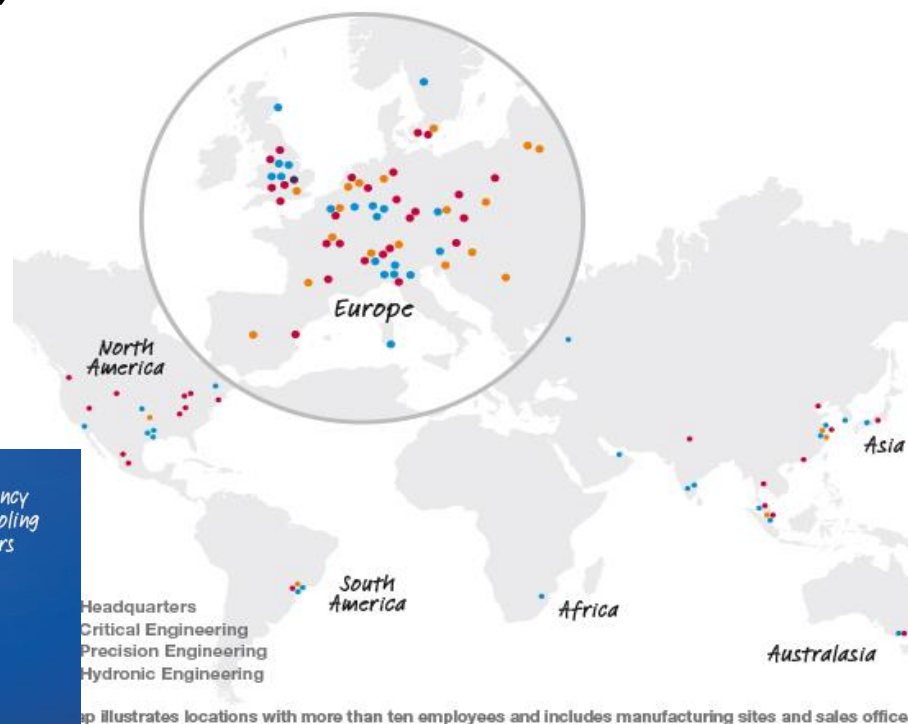
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# Agenda

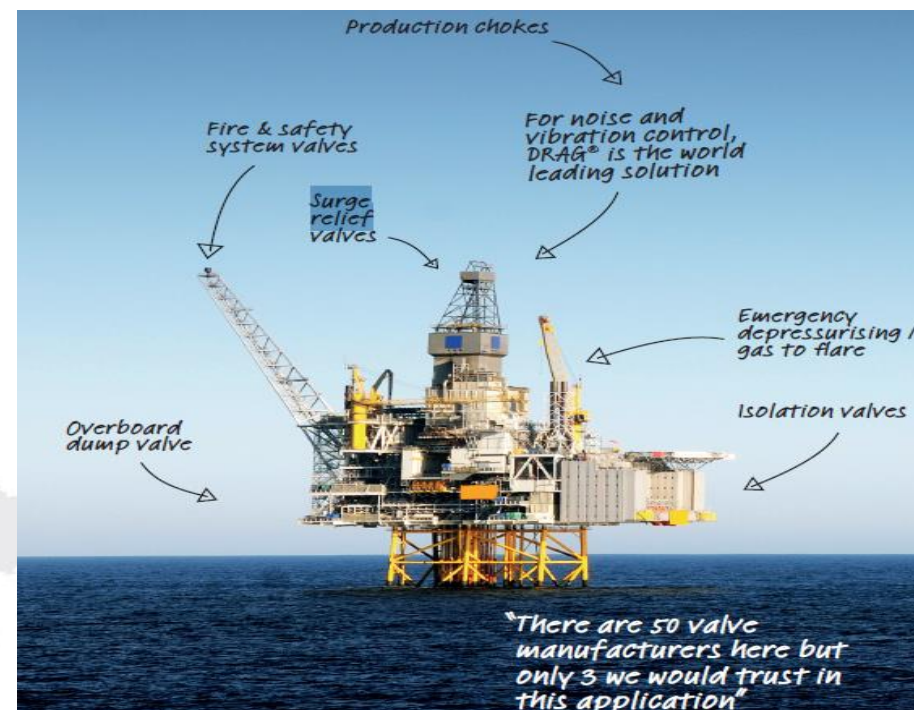
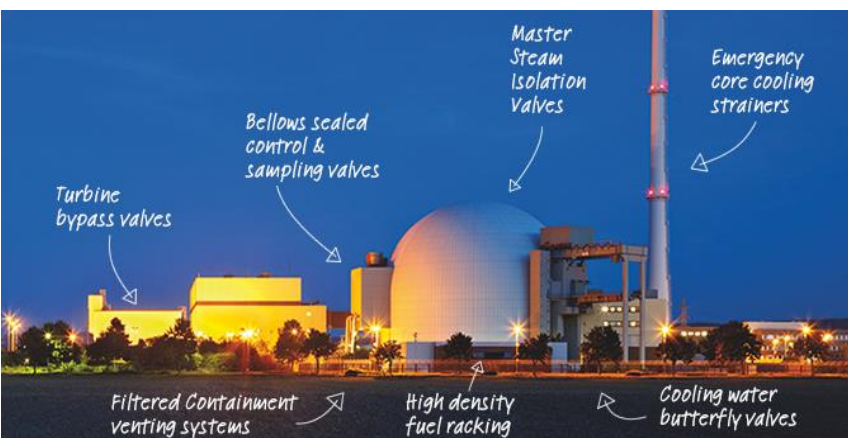
- ▶ IMI Critical Engineering – introduction
- ▶ Cross Cultural Communication - How people can influence IT delivery
- ▶ Important IT services
- ▶ Three key takeaways

# IMI Critical Engineering - introduction

- ▶ IMI Group, 3 divisions (Critical, Precision, Hydronic)
- ▶ Regions: EMEA, Asia, Americas
- ▶ HQ: UK (Birmingham)



Map illustrates locations with more than ten employees and includes manufacturing sites and sales offices



# Divisional IT team in Brno

- ▶ IT Infrastructure and Operations
- ▶ Salesforce support
- ▶ ERP (IFS) support
- ▶ Service Now support
  
- ▶ Support Worldwide (EMEA, Americas, Asia)
  
- ▶ How we resolved any issues during projects
- ▶ Our lessons learned (as inspiration)



# Why does Finn and Indian need also Czech guy?



## ▶ Cross cultural communication – Finland, India, Czech Republic

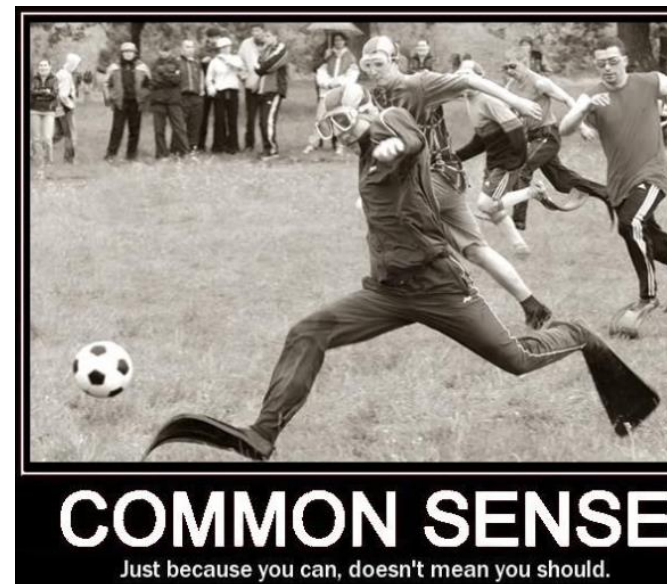
- ▶ **Asia – Japan, Korea, China, India** (respect, honour, authority, not good English, Ask questions to clarify)
- ▶ **Czech Republic** - smart, clever, lower cost
- ▶ *What we should improve: show off. Success stories, and celebrate achievements*
  
- ▶ **Germany** – law is more strict (e.g GDPR, usage of tools by users) and work council, precise and direct communication
- ▶ **Sweden** - many meetings, a lot of discussions
- ▶ **UK** – Lessons Learned, Meeting minutes – „on paper“, more hierarchical and conservative
- ▶ **Italy** – „everything“ is easy,
- ▶ **Brazil** – do not worry, be happy

**Communication**  
(Cross cultural. Individuals.  
Asking questions to clarify)



# Use Common Sense

- ▶ Local conditions
  - ▶ e.g. weather forecast on the CNN
  - ▶ Work council (e.g. Germany, Sweden)
  
- ▶ Post implementation review of projects
  - ▶ *What went well?*
  - ▶ *What can be improved?*
  
- ▶ Lessons learned
  - ▶ *Major Incident, Unplanned change*



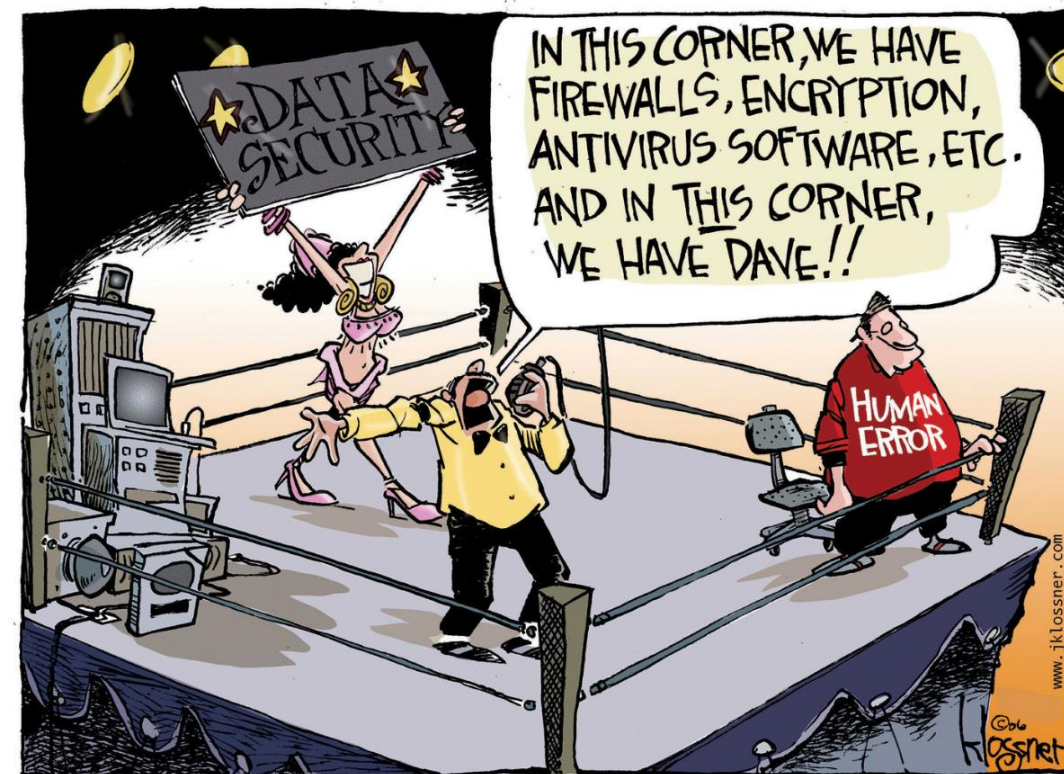
**COMMON SENSE**  
IS LIKE DEODORANT.  
THE PEOPLE WHO  
NEED IT MOST  
NEVER USE IT.

Use Common Sense

# Which IT Services are important?

- ▶ Backup and Restore
  - ▶ *Some companies provide only backup. Do not forget about „Data Restore“*
- ▶ Infrastructure monitoring
  - ▶ *no monitoring => drivers without gauges*
- ▶ Security
  - ▶ *Human error (e.g. Phishing scam emails)*
  - ▶ *Warning campaign „Think before you click“*

Lessons Learned



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# Three key takeaways

- ▶ Communication
- ▶ Keep it simple → Use Common Sense
- ▶ Human error → Lessons Learned

Communication  
(Cross cultural. Individuals. Asking questions to clarify)

Use Common Sense

Lessons Learned