

Round-the-Clock IT Services

Staying ahead of the competition in the fiercely competitive mechanical engineering industry requires more than technologically advanced products of superior quality. Optimized processes and high-performance IT systems are just as crucial when it comes to time-to-market and the efficient use of raw materials and human resources. In order to future-proof its own worldwide support processes in compliance with ITIL, Tognum decided to implement an integrated and ITIL-compliant solution that consists of REALTECH's software products theGuard! ApplicationManager and theGuard! ServiceDesk.

: success story

Tognum AG

Tognum

HOME OF POWER BRANDS

Siegfried Rebholz,
Senior Manager Service Desk and Service Monitoring at Tognum Group

"theGuard! ServiceDesk enabled us to complete the worldwide roll-out of the ITIL best practices in no time and to implement our global support processes. The software's flexibility allows us to single-handedly customize it to suit the specific requirements of Tognum Group and its core brands MTU and MTU Onsite Energy. And we can turn to a competent team of REALTECH experts that will assist us with any questions we may have."



Images:
Tognum AG





About Tognum

Tognum Group is one of the world's leading suppliers of propulsion systems for ships, heavy agricultural, and rail vehicles as well as of distributed energy systems. It employs more than 8,900 staff worldwide and generated revenues of more than 3.1 billion in 2008. In addition to Tognum's core company MTU Friedrichshafen, the group also comprises worldwide manufacturing, sales, and service subsidiaries as well as L'Orange, a leader in injection technology, and Rotorion, specialist for propeller shafts.

One Helpdesk for Everyone

With more than 180 support staff members working in first, second, and third level support, Tognum uses REALTECH's theGuard! ServiceDesk as a worldwide helpdesk solution. This allows Tognum to ensure follow-the-sun support for more than 16,000 users across all continents. Fast response times and answers from the support personnel are fundamental to ensure the group's continued ability to deliver world-leading propulsion and energy systems on time.

Challenges and Objectives

As early as 2003, MTU Friedrichshafen, which is now a subsidiary of Tognum, purchased its first temporary license of theGuard! ServiceDesk to use it as a workflow engine within the context of a SAP roll-out. It only took a total of five days to move from ordering the licenses to go live.

It was already during this project that IT officers at MTU acknowledged that theGuard! software is the ideal solution for worldwide IT support needs. REALTECH's solution was far better than the previous software, particularly in terms of flexibility and performance.

The ability to import asset data from third-party systems was a key requirement.

Another factor in favor of the REALTECH solution was the tight integration with theGuard! ApplicationManager. MTU is already using this powerful software to monitor the performance and availability of its SAP systems.



Process-Oriented Solution

After extensive evaluation, theGuard! ServiceDesk was rolled out in Germany as a strategic IT support solution in late 2004. In just a few training sessions, IT administrators at Tognum and MTU learned how to customize theGuard! ServiceDesk to suit the company's specific functionalities.

The open interfaces of theGuard! ServiceDesk allow Tognum to display data from the existing asset system directly through a link and to store this data together with an automatically generated helpdesk ticket. This made it easy to satisfy the group's requirements regarding the integration of external systems.

The messages of theGuard! ApplicationManager (e.g. alerts or status information) can be automatically turned into helpdesk tickets which are then forwarded to theGuard! ServiceDesk for resolution.

The events are routed to the appropriate second level support representative once they are forwarded to theGuard! ServiceDesk. Consequently, the individual messages do not have to be manually assigned in the help desk itself. theGuard! ServiceDesk monitors the status of open tickets in real time. If a ticket is not processed in

the allotted time frame, the respective ticket will be escalated and the appropriate supervisor of the responsible support group will be notified through automated alerting features.

Utmost Satisfaction

The IT systems at Tognum Group were optimized for long-term quality and availability

enhancements. theGuard! ApplicationManager proactively detects errors and forwards this information to theGuard! ServiceDesk. This has simplified ticket resolution and minimized the time-to-resolution when problems occur. All of this also significantly increased IT customer satisfaction with Tognum's support services. A survey among 4,000 users showed that approximately 95% of IT customers are satisfied with the IT support.

Into the Future with ITIL

In order to secure this high quality of service over the long term, the service processes at Tognum were re-engineered in alignment with ITIL best practices in 2008. With its ITIL compliance, theGuard! ServiceDesk actively contributed to this process. As a result, Tognum was able to improve the first call resolution rate of help desk tickets. Furthermore, the international roll-out of the system was facilitated by ITIL's best practices because all countries involved applied the same standards.