



THEGUARD! SERVICE MANAGEMENT
CENTER HAS ALLOWED US TO AUTO-

MATE OUR GLOBAL IT SERVICE AND SUPPORT PRO-
CESSES IN NO TIME. WE WERE VERY PLEASED WITH
THE RAPID IMPLEMENTATION OF THE SOLUTION.
THIS DRAMATICALLY REDUCED THE ADMINIS-
TRATIVE HASSLES OF MAINTAINING IT OPERA-
TIONS, ENABLING US TO ACHIEVE SIGNIFI-
CANT SAVINGS IN OUR IT OPERATIONS.

SUCCESS
STORY



REALTECH
EMPOWER YOUR ENTERPRISE

Stefan Keissner,
Senior IT Operations Manager Europe, Checkpoint Systems

Checkpoint Systems is a global leader in merchandise availability solutions for the retail industry. Building on 45 years of radio frequency technology expertise, the company delivers end-to-end solutions used to brand, secure, and track merchandise from source to shelf. Checkpoint provides solutions that enable retailers to achieve accurate real-time inventory, accelerate the replenishment cycle, revert out-of-stocks and reduce theft. Checkpoint employs 4,700 people worldwide.



EXCEPTIONAL IT SUPPORT WITH THEGUARD!

Checkpoint Systems is a global leader in merchandise availability solutions for the retail industry. An expert in radio frequency technology, the U.S.-based company provides end-to-end solutions to brand, secure and track merchandise.

The core business processes of Checkpoint are based on ERP applications that are run and developed by IT experts at distributed locations. In order to ensure a rapid response to support requests despite its decentralized IT department, Checkpoint decided to implement theGuard! ServiceDesk, the helpdesk component of REALTECH's theGuard! Service Management Center, in 2006.

The significant improvements in the efficiency of IT support processes prompted the company to purchase additional components of the REALTECH solution: The combination of theGuard! CMDB and theGuard! Business Service Manager has given Checkpoint a solution that delivers complete visibility into its network components and IT processes. This makes it even easier for IT professionals to coordinate their support processes and to quickly identify and eliminate the root causes of incidents.



TRANSPARENT PROCESSES FOR THE IT ORGANIZATION

Checkpoint has a decentralized IT organization with local responsibilities. Its SAP ERP solutions are used on a global scale, with its data centers located in the USA and Germany. Checkpoint's SAP support is based in Germany, where the support staff cooperates with external service providers.

The objective was to streamline the support processes within this distributed and heterogeneous IT environment, by implementing automated service processes, centrally managed vacation replacements, and a consistent authorization policy for the company's change management. In order to meet SOX compliance (Sarbanes-Oxley Act), Checkpoint was also looking for a software-based solution that would automatically create audit trails and eliminate the time and labor intensive process of archiving emails and paper documents.

To address these challenges, Checkpoint and REALTECH launched a joint initiative for international process optimization based on a number of components of theGuard! Service Management Center.

SUCCESS STORY: CHECKPOINT SYSTEMS



ON THE SAFE SIDE WITH THEGUARD!

In order to bring more efficiency and transparency to its support processes, Checkpoint planned to introduce a global helpdesk system when it launched the project in 2006. The solution was to provide features that would allow for decentralized ticket processing and the monitoring of business-critical applications and the WAN infrastructure. Other goals included the implementation of a global 24/7 support system, software-based and centralized audit trails of all IT activities, and improved management reporting.

Even back then, theGuard! Service Management Center impressed Checkpoint with its extensive functionality, its lack of complexity, and its superior price/performance ratio.

SEAMLESS IT SUPPORT

With the introduction of theGuard! ServiceDesk, the helpdesk module of the integrated solution, Checkpoint was able to establish a central ticket system that manages all incidents worldwide and assigns them to the appropriate experts. Over the course of the project, Checkpoint and REALTECH achieved full automation of the core service processes. This has also greatly improved the work efficiency of the IT operations staff. The company's international partners are now seamlessly integrated into the different service processes. Predefined workflows for standard processes further support Checkpoint employees in their day-to-day activities.

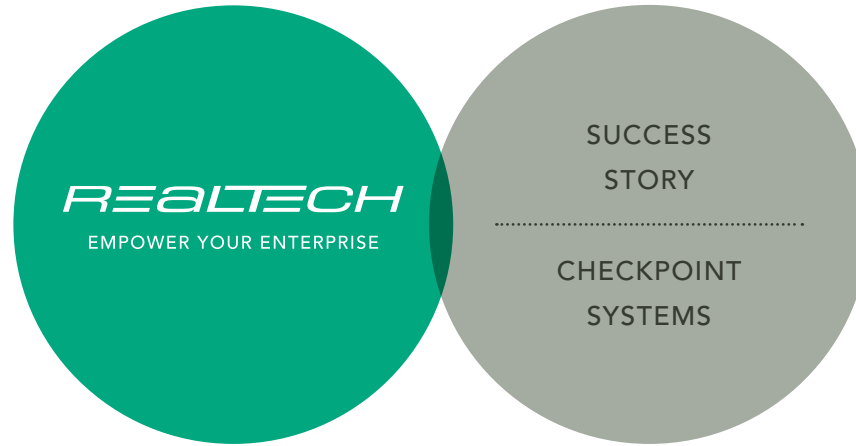
Users can directly track the progress of their helpdesk requests. Furthermore, the solution has significantly increased the transparency of ticket processing in the IT department it-

self. Today, users in 44 locations in 23 countries are connected to the helpdesk. Some 130 support employees handle more than 32,000 calls annually with theGuard! ServiceDesk. These obvious operational advantages prompted Checkpoint's decision to work with REALTECH in expanding its IT service management. This led to the implementation of additional theGuard! Service Management Center components, such as theGuard! CMDB and theGuard! Business Service Manager. These enable Checkpoint to perfectly map the various disciplines of IT service management – from network management to application management.

Today, Checkpoint can rely on concise views of its IT components and services to identify incidents faster than ever before. The software creates comprehensive and centralized audit trails at the click of a button, which is greeted with enthusiasm by SOX auditors.

OUTLOOK

In the future, Checkpoint plans to expand its IT monitoring to include application performance monitoring from a user's perspective. REALTECH's theGuard! Business Service Manager comes equipped with automated GUI bot software designed for this very purpose. It creates a synthetic user and simulates typical user transactions to proactively prevent performance problems.



ABOUT REALTECH

REALTECH is an international technology company with unique expertise in SAP and Microsoft solutions. REALTECH helps companies shape the future of their IT organization and get the most value out of their IT assets – from consulting services to implementation and efficient operation. It pursues innovation by incorporating the latest in Industry 4.0, cloud, mobile, and in-memory computing in its customer projects. For more information go to: www.realtech.com

IMAGES: Checkpoint Systems



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