IFS assyst

Built for Critical Infrastructure: Strengthening Digital Foundations in Healthcare

Overview

In response to intensifying compliance demands, the hospital identified a clear need to modernize its IT service management (ITSM) capabilities. And beyond that, the goal was to build a digital foundation that would improve service delivery and user experience, as well as support a growing organization under increasing pressure.

Challenges

The hospital's previous ITSM system, a custom-built solution, was no longer fit for purpose. It lacked a Configuration Management Database (CMDB), which made it difficult to document service dependencies and demonstrate compliance with KRITIS requirements. The absence of structured service mapping and reporting capabilities meant that audits were time-consuming and operational visibility was limited.

> "Our old ticket system was not suited for the new requirements, especially as critical infrastructure."

Support requests came through unstructured channels like email and telephone, which placed a heavy burden on IT staff and made it difficult to track performance or enforce service-level agreements. As compliance and continuity standards evolved, the limitations of the legacy system became more pronounced, prompting the search for a more capable and future-ready solution.

About the Organization

This case study features a prominent university hospital in Germany, delivering care to approximately 300,000 patients each year through a network of around 40 clinics and institutes. With a workforce of over 6,000 employees, the hospital is a vital part of the country's healthcare ecosystem and is designated as critical infrastructure under Germany's KRITIS framework. This classification brings with it strict regulatory obligations, demanding high standards of operational resilience, data transparency, and service continuity.

Solution

Following a competitive public tender process, the hospital selected IFS assyst from a field of over 40 ITSM solutions. The decision was based on assyst's strong alignment with ITIL best practices, its integrated CMDB, and the flexibility of its service catalogue. These features were seen as essential for meeting both compliance obligations and operational objectives.

The implementation process required close collaboration between internal IT teams and IFS consultants. A dedicated core team was formed to consolidate input from across the organization and work directly with the consultants to tailor the system to the hospital's needs. The project required adaptation to remote working conditions, but the flexibility of the platform and the experience of the consulting team ensured a successful rollout.

"The consulting team supported us well in the implementation and customization."

As the internal team became more familiar with assyst, they were able to independently configure new service offerings, define processes, and create interfaces using the platform's built-in tools. This autonomy reduced reliance on external support and accelerated the hospital's ability to adapt the system to evolving needs.

Results

IFS assyst has transformed how the hospital delivers and manages IT services. One of the most visible changes was the launch of a self-service portal, which allowed users to submit tickets directly and access IT services through a structured, user-friendly catalogue. This reduced the volume of email and phone-based requests and gave users greater visibility into the status of their service interactions.

"We didn't have a self-service portal before. Now users also have the possibility to create tickets independently."

Behind the scenes, the IT team benefited from improved process control and the ability to track service performance in real time. Defined workflows ensured that requests were handled consistently and in line with service-level agreements. The CMDB and Impact Explorer tools enabled the hospital to map service dependencies and demonstrate compliance with KRITIS requirements during audits.

Since go-live, the hospital has already seen improvements in reporting, operational stability, and audit readiness. Notably, the system has proven to be highly reliable, with no significant failures reported since deployment.
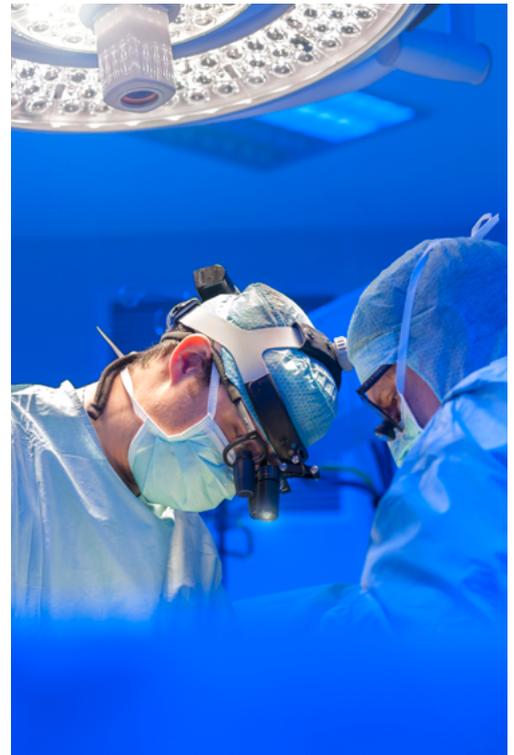
Looking Ahead

The hospital has begun expanding the use of IFS assyst beyond the IT department, laying the foundation for broader Enterprise Service Management. This cross-functional adoption reflects the platform's adaptability and the growing recognition of its value across the organization.

As digital transformation accelerates, the organization is exploring new ways to leverage assyst's capabilities to support more streamlined service delivery and process automation. There is a strong focus on aligning service design with strategic goals, ensuring that both regulatory and operational priorities are met with confidence.

The experience so far has reinforced the importance of a structured, service-oriented approach to IT management. With a solid foundation in place, the organization is well-positioned to continue building on its success and driving innovation across departments.

Find out more

Further information, e-mail **info@ifs.com,** contact your local IFS office or visit our web site, **ifs.com**

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