KSB manages 2,500 incidents into CMDB each month in assyst in multiple languages

The Challenge

Before implementing assyst, KSB used an in-house ticket system with a number of different databases. The IT team wanted to replace this disparate arrangement with one comprehensive solution and a single data model. The objectives were clearly defined and included shortening the resolution times for over 8,200 end-users, reducing database maintenance effort and lowering the considerable associated costs.

Furthermore, the relationship with the external service provider, responsible for the operation of the system in an outsourcing model, had to be improved.

The Strategy

The implementation started after a concept analysis and data preparation exercise in summer 2002. The aim of the first phase was to re-structure and implement Incident Management. As the basis for a wellfunctioning Incident Management process is Asset and Configuration Management, the focus was initially on the assyst CMDB, which was to contain all of KSB's infrastructure and user data records.

The pilot system was started at the beginning of January 2003. After a short test period, the assyst Incident Management process went live. The system implementation was conducted in cooperation with the service provider and all processes were integrated and mapped into one system. For the first time, all internal and external staff involved with Incident Management could now work with one shared system.

This IT self-service portal provides the users with the following functionality:

- IT order system

- Fault reporting interface

- Change processing

About KSB

KSB AG is headquartered in Frankenthal, Germany and is a global manufacturer of pumps, fittings and related systems. With a turnover of around 1.8 billion EURO and over 14,000 employees, it is one of the leading vendors in its sector.

KSB operates 16 production sites worldwide (19 including service sites) and a further 70 sales offices. The IT team provides a variety of IT services for the entire company and its 90 employees are located in three German and two French sites. The main IT administration function is situated at the headquarters in Frankenthal.

- Knowledge database

- Personal user data interface (personal data can be changed, new users added and contacts can be searched for)

- News portal with up-to-date incident messages

With this add-on, the end-users can, for example, request IT orders via the IT self-service portal and the request is automatically assigned to the relevant service department for fulfillment. It is then possible to generate reports on the financial status of the items or to automatically record maintenance and service calculations. Currently around 2,500 requests are handled by the service team per month and more than 1,000 orders are placed.

The key factor in choosing assyst was the comprehensive functionality of the software and the combination of all ITIL processes in one solution. The fair price/performance ratio was another important aspect. We still hold this view today.

Jörg Liebethal
Configuration Manager, KSB

The Results

The seamless flow of orders or information to external service providers is a necessary part of the workflow for KSB. Following a change in service provider, it was not possible to use just one system. Interfaces for Incident and Order Management, and for data exchange between the KSB contact user data systems, Asset Management systems and the service provider, had to be established.

The service provider mapped its processes into its own system. As soon as the incident or order process brings up a task with the service provider, this is passed to the corresponding system, which creates an event reference.

The introduction of the assyst software led to a noticeable workload reduction at the Service Desk and transparency of the business processes. In addition to improved customer satisfaction and upto- date data, the software simplifies the day-to-day work processes significantly.

As a last step, Financial Management has been expanded. All IT charging is now based on data from assyst.

Summary

- Shorten incident resolution times.

- Reduce database maintenance effort and operational costs.

- Provide multi-language support.

- Improve Supplier Management and customer satisfaction.

- Restructure and implement Incident Management.

- Clean and classify >20,000 assets and user CIs.

- Align IT processes to ITIL guidelines.

- Deploy one system to control all data.

- ITIL aligned solution available with multi-language support.

- All parties involved with Incident Management working from same system.

- All end-users can access information directly from IT service portal.

- Automatic notification of critical faults to escalation team.

Find out more

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

IFS