

success story:



„With theGuard! ServiceDesk, we were able to significantly reduce the cost of IT operations in no time. We were pleased with the rapid implementation and the administrative overhead for our IT department was drastically reduced. As a result, we now have a smoothly functioning Change Management process into which we can efficiently integrate even our international partners.“

Michael Nogger
IT Operations Manager Europe

Exceptional Service

The lack of automation and transparency in its support processes prompted Checkpoint to introduce a global helpdesk system with decentralized ticket processing and automatic monitoring of its mission critical applications and WAN in the United States and Germany. theGuard! ServiceDesk proved to be the ideal solution.

IT Organization

Checkpoint has a decentralized IT organization with a CIO in the United States and three regional Operations Managers (Americas, Europe, Asia/Pacific). It operates two global ERP systems (SAP in Europe and Oracle for the rest of the world). Its data centers are located in the USA and Germany. Checkpoint's SAP support is based in Heppenheim, Germany, where the support staff cooperates with external service providers. Checkpoint is audited under Sarbanes-Oxley Section 404.

The Initial Situation

Support activities at Checkpoint were carried out manually. User reported problems directly to support employees who then either solved the problem on their own or forwarded it to one of their colleagues. Checkpoint neither had automated provisions to deal with vacation leaves nor a unified authorization concept for its Change Management. This resulted in a lack of transparency in the company's support processes. As a consequence, their quality could only be assessed subjectively by each individual user. Furthermore, the company needed e-mail and paper to prove SOx compliance, which made the process time, labor, and cost intensive.



Objectives

The introduction of a ServiceDesk system was intended to produce the following results:

- „Follow-the-sun“, 24/7 support for critical applications worldwide
- Standard interface for communication between users and IT staff
- Centralized, software-based documentation of IT activities
- Effective monitoring of the outsourced WAN
- Improved management reporting

A project named „Genesis“ was launched to introduce a global helpdesk system that would offer decentralized ticket processing and automatic monitoring of mission critical applications and WAN in Checkpoint's data centers in the United States and Germany.

Why REALTECH?

Based on these objectives, Checkpoint created specifications to aid it in its search for the best provider. Following a period of intense evaluation, Checkpoint chose REALTECH's theGuard! ServiceDesk because of its extensive set of functions, its low level of complexity, and its excellent cost/benefit ratio.

In addition to these purely functional aspects, Checkpoint was also impressed by REALTECH's strategic IT planning approach that aimed at implementing a complete system management solution. The portfolio of theGuard! software products allows for the seamless integration of theGuard! ServiceDesk into existing network and application management solutions. This creates valuable synergies for Checkpoint.

Results

Virtually all service processes are now fully automated. By eliminating the need for manual intervention, the company was able to reduce the labor and cost of IT operations.

The comprehensive and centralized documentation was greeted with enthusiasm by SOx auditors. Thanks to an optimized SAP Change Management process, time delays are now a thing of the past. Even international partners can now be efficiently integrated into the process. Predefined workflows for standard processes further support Checkpoint employees in their day-to-day activities.

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

Today, users in 44 locations (31 countries) are connected to theGuard! ServiceDesk. Every year, more than 32,000 calls are handled by 100 support employees.



Checkpoint Systems, Inc. is a multinational manufacturer and marketer of security solutions for the retail industry. Its products are used to track, label, and secure goods (e.g. RF technology, barcoding, labeling). Founded in 1969 in the USA, Checkpoint is headquartered in Thorofare, New Jersey. It has more than 4.000 employees worldwide. In fiscal 2007, the company posted revenues of \$900 million. Checkpoint has a presence in more than 50 countries and a global network of 30 service bureaus, making it the leading provider of digital RF labels & EAS systems.

Images: Checkpoint Systems, Inc.

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