



success story:



„theGuard! ServiceDesk allows us to respond quickly and effectively to error messages. The result of this collaborative partnership was a large number of pragmatic solutions to customer-specific requirements that were developed in cooperation with REALTECH, allowing us to align our services with the requirements of our customers.“

Charlotte Sandquist
Manager, Customer Call Center, Freudenberg IT

Single Point of Service

As a full-service IT service provider and member of the global Freudenberg Group, Freudenberg IT places particular emphasis on top-quality IT service. There is perhaps no other industry that relies more heavily on high-availability, performance, and high service quality to ensure end-user and customer satisfaction and ultimately the success of all involved.

Innovation

As early as 2002, Freudenberg IT decided to introduce theGuard! ServiceCenter and the ServiceDesk module. During the initial stages of the project, FIT and REALTECH agreed to work together as partners. The objective of this collaborative partnership was to satisfy the specific requirements formulated by FIT by means of pragmatic program enhancements already during the implementation phase.

This was made possible by the powerful and open interfaces of theGuard! ServiceDesk. Some of these customized solutions were even built into the standard features of subsequent software releases.

REALTECH and FIT have built a partnership that continues to this day. Both partners are still working together to further enhance the product with respect to market requirements.



Multi-user capability

Today, FIT provides support to more than 200 companies. Consequently, it was in need of a multi-user helpdesk solution right from the start.

The first step of the project was to implement theGuard! ServiceDesk for internal purposes. Following a successful "evaluation phase", the Self Service Desk was made available to external customers only two months later. From this time on, customers were able to find out about the current status of their requests for themselves.

Since its introduction at FIT, the multi-user capability of theGuard! ServiceDesk was continuously expanded. Now not only supporters but also key users can work across different companies and departments. The integrated knowledge base now also benefits from a multi-client capability.

Central helpdesk

theGuard! ServiceDesk is set up as the central helpdesk at FIT. All incoming requests are received and processed by telephone or using the Self Service Desk. Currently, FIT has more than 300 employees engaged in first-, second-, and third-level support who are working directly with the REALTECH software.

In the future, FIT plans to provide additional services such as Application Managed Services (AMS) through theGuard! ServiceDesk. In the light of these new challenges, multi-user capability and service level management will play an even more prominent role in the future.

Customer benefits

Thanks to the central position of theGuard! ServiceDesk within FIT, employees from different divisions and countries can quickly and efficiently handle requests from clients throughout the world.

The easy and Web-based access to the helpdesk solution and its flexibility make it easier for new employees to quickly familiarize themselves with the system and to perform complex tasks.

The decision makers at FIT were also impressed by the price/benefit ratio: as part of a flexible licensing model and unlike many other solutions, the costs are determined by the number of a company's support employees rather than by the number of users serviced.

Many of the jointly developed enhancements and innovations have gone live during this five-year partnership. This includes, among other features, the possibility to create analysis reports on the temporal distribution of helpdesk requests and the storage of customer tickets. These individual adjustments enable FIT to better align their services with the requirements of their customers.



Freudenberg IT (FIT) provides IT services to medium-sized businesses, especially in the areas of automotive supply, discrete production, logistics, roll products, and technical trade. As an international full-service IT provider, FIT implements, optimizes, and operates IT systems in SAP environments in a total of seven data centers (three in Germany, two in the US, and two in China) and is a certified SAP Global Hosting Partner.

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