

A successful integration

SANYO Component Europe uses an integrated solution of OMNITRACKER and baramundi for Service and Client Management



SANYO Component Europe GmbH

Products:

Batteries for industrial and household use, photovoltaic products, electronic components such as condensers, filters and semiconductor components

Employees:

138

Turnover:

561 m. Euros



Conclusion

"Thanks to OMNITRACKER, we have been able to introduce ITIL-based processes and increase the quality of our IT Services. We can now track incident reports and changes more efficiently and localize causes of errors faster. The company IT operates with greater efficiency and we are achieving higher levels of user satisfaction. SANYO-internally, OMNITRACKER has also created the basis for being able to charge for IT Services."

Michael Fey,
Head of IT at SANYO
Component Europe GmbH

The requirements

In the Munich head office and at the London and Paris locations, SANYO maintains large IT infrastructures to support business processes. Main tasks of IT administration are client management and Service Desk operation.

Things that can be done manually in smaller companies require automated procedures in companies with several hundred computer workplaces and a geographically distributed infrastructure. With several hundred clients at three locations, SANYO Component Europe had long ago reached the critical size that calls for complete automation of processes.

For this reason it was decided at the beginning of 2008 to introduce efficient IT service management including the ITIL processes Incident Management, Problem Management and Change Management. At a company-internal level, there was also a need for a tool to support billing for IT services. A primary requirement was the automation of client management to enable savings of time and effort. In addition, the company wanted to raise IT standards to prepare for future JSOX audits.

The solution

After evaluating numerous systems for IT management, SANYO opted for an integrated solution, consisting of OMNITRACKER IT Service Management Center and the client management system of baramundi.

Michael Fey, Head of IT in the SAP & IT Department of the SANYO Component Europe GmbH says: "The flexibility, versatility and completeness of the solution convinced us. With the basic components of OMNITRACKER we were able to implement almost all requirements straightaway. Competing products showed a complex distribution of features among different modules. With these products, we would have been forced to buy complete additional modules, although only single functions of these were required. Worth mentioning in particular is the ability of OMNITRACKER to offer the customer wide-ranging customization options. By putting a multifunctional database with an integrated workflow engine at our disposal OMNITRACKER provides us with all the necessary „set screws“.

Realization & Implementation

The implementation was completed very quickly and easily. Within four days, the baramundi Server together with first software configurations was ready to run. The OMNITRACKER installation was carried out in parallel, including integration of necessary data sources and systems and finishing with the customization of OMNITRACKER IT Service Management Center. Michael Fey of SANYO Component especially emphasizes the "very sporty approach" to implementation. The OMNITRACKER modules for Incident Management, Problem Management and Change Management were installed on schedule. In only 20 person days, installation, integration and configuration of OMNITRACKER were completed. By deploying a solution combining OMNITRACKER and baramundi, SANYO Component Europe fulfils even the most stringent JSOX requirements.

Michael Fey explains: "To us, OMNITRACKER and baramundi represent two big pieces of the same puzzle: While the baramundi Management Suite covers client management with the core areas of hardware/software inventory services and software distribution, OMNITRACKER utilizes the IT structure information provided by baramundi in the form of configuration items in conformance with ITIL and, in the last instance, as the basis of IT service management."

Activation

Since July 2008, the management of several hundred clients at three locations is accomplished using baramundi Management Suite and OMNITRACKER. According to Michael Fey, the advantages integrating the two systems are obvious: "Thanks to OMNITRACKER, we have been able to introduce ITIL-based processes and increase the quality of our IT Services. We can now track incident reports and changes more efficiently and localize causes of errors faster. The company IT operates with greater efficiency and we achieve higher levels of user satisfaction. SANYO-internally, OMNITRACKER has also created the basis for being able to charge for IT Services."



Email: sales@omninet.biz
Web: <http://www.omninet.biz>