

# OMNITRACKER successfully used by tesa Europe-wide

## Transparency in ITIL processes



### tesa AG

#### Branch:

Industry

#### Products:

More than 6500 products in the area of self-adhesive system solutions

#### Employees:

3,700 worldwide

#### Turnover:

EUR 846 million



### Conclusion

*"With the introduction of OMNITRACKER the structures became clearer and simpler again. User acceptance increased because many processes could be automated. With OMNITRACKER, the processes Problem Management and Change Management can now also be modeled and reports and statistics can be generated easily and quickly."*

Steffen Kofsin,  
DATAGROUP  
IT Services + Solutions

### The Customer

The tesa AG is one of the world's leading manufacturers of self-adhesive product and system solutions. More than 6500 products developed and produced by tesa are marketed in over 100 countries. The company achieves more than three-quarters of its overall revenue with special system solutions for industrial clients.

### The Requirements

The introduction of ITIL processes in the IT Organization of the tesa AG made it necessary to acquire a tool to model and support the processes introduced.

For several years a tool had already been in use at tesa to assist IT service management, but the IT organization had been growing over the years with the company. The existing tool was no longer equal to new requirements. The layout of the forms was confusing and many clicks were needed to accomplish a task. Automation of processes was possible only to a limited extent, resulting in low user acceptance generally. Furthermore, several ITIL processes were not supported by the existing solution: Problem Management and Change Management were not available. There was no email interface either. In addition, the creation of reports was very complicated and on the supplier side there was no contact person for support.

The new tool was required to be easy to become familiar with. The solution also had to allow other systems to be linked by the CTI interface. In addition, it had to permit easy and fast customization of workflows to model processes according to customer requirements.

### The Solution

Service management at the tesa AG is provided by the Hamburg IT company DATAGROUP. DATAGROUP has been in existence for 15 years and offers a modular IT service spectrum; IT security and systems-house services are parts of DATAGROUP's core business apart from to service management.

DATAGROUP supported the selection of the new tool by providing know-how to the tesa AG. Based on the analysis of the initial situation, a catalogue of requirements was compiled. The OMNITRACKER IT service management solution with the integrated ITIL Helpdesk template was chosen because OMNITRACKER ideally matched customer requirements.

Arguments in favour of OMNITRACKER were, among others, that through the Microsoft look-and-feel style of interfaces users would be presented with a familiar looking working environment. Also, at OMNINET, an expert support person for technical questions is available.

### Realization and Implementation

The full implementation of OMNITRACKER at tesa was realized through DATAGROUP. DATAGROUP created a requirements specification. Requirements included:

- Migration of data from the old system
- Report generation
- Customization of templates
- Link to an SAP system
- Link to the central database of HR
- Link to the license management database
- Training of administrators on the customer side

A special requirement of the tesa AG was implementation of the SAP link. By this link, the parameters of Requests for Change which concern the SAP system, are sent from the OMNITRACKER system directly to the SAP system and processed there. In the SAP system a Q-message (Request for Change) is generated based on these parameters. After completion of the RfC, the change of state causes an email to be sent by SAP to OMNITRACKER with the message "State transition implementation successful".

### Deployment of OMNITRACKER

Commissioning of the OMNITRACKER system at tesa was completed within the 40 days scheduled. Many tesa IT groups in Germany as well as at various international locations now work with OMNITRACKER.

DATAGROUP, which handles the complete service management at tesa, uses OMNITRACKER in the following areas:

- Service Desk
- Client Support
- Infrastructure Support
- Procurement management
- Service Management.



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