

Case Study

International Service Lifecycle Management

A tool for all service areas



At a glance

Company

Jungheinrich AG
www.jungheinrich.com

Industry

Mechanical engineering

Key figures

Approx. 16,500 networked PCs with approx. 350,000 IT components; approx. 3,000 servers; approx. 100 services

Solution

- USU IT Service Management
- USU Enterprise Service Management
- USU Software Asset Management
- USU IT & Service Monitoring

The Challenges

The "focus on service" vision is to be achieved through integrated, tool-based service lifecycle management. As part of this, service management processes should be standardized, numerous heterogeneous and distributed tools should be phased out and a service shop should be introduced. The aim is to oversee all service areas within the group from a technical, process and specialist point of view with the help of a central service management solution.

Why USU

Out of all the solutions investigated, USU IT Service Management is the only tool which meets the demanding functional requirements. The USU IT Service Management based solutions offer a high level of flexibility, ease of integration and can be adapted by Jungheinrich itself. USU offers compelling technology and expert advice straight from a German manufacturer. Numerous references demonstrate the success of equally complex projects.

Project milestones

- Implementation of USU in IT support and in IT asset management including software license management
- Support for the automated software rollout with Microsoft SCCM
- Gradual national and international rollout of the solution in IT service management and in technical customer services
- Introduction of the USU solution for IT self-service
- Introduction of Valuation-based planning of the IT budget
- Setting up a service management database (SMDB) and a configuration management database (CMDB) with interfaces to numerous systems
- Strategic development partnership with USU in the area of order management, identity management and time recording in ITSM

Benefits

- IT services drive business processes and contribute towards value creation
- High level of transparency and efficiency when planning and managing the service lifecycle processes which are standardized across the group
- Potential to reduce service costs through process automation
- Risk minimization thanks to software compliance which can be verified at any time
- Efficient monitoring of the IT infrastructure

Jungheinrich AG is one of the world's leading companies for intralogistics. With its portfolio of materials handling equipment, logistics systems and services, it offers customers comprehensive solutions from a single source. With around 16,000 employees including more than 4,800 mobile customer service technicians, it is able to provide competent advice and comprehensive services anywhere in the country. In order to achieve its vision of integrated service management, Jungheinrich has been using solutions and consultancy services from USU since 2011.

Success thanks to a customer-focused business model

Jungheinrich AG provides support for its customers and their investment goods over the entire lifecycle and focuses on customer benefits. IT plays a key role when implementing this strategy. With "Industry 4.0", the individualization of products and services is now critical to success too. In light of this, the company developed and implemented a vision of an integrated IT and service lifecycle management system for all areas of the group. A central overall solution based on USU IT Service Management replaced numerous individual applications and now supports service processes from planning, procurement and installation to operations and decommissioning.

One service tool supports numerous support groups

USU IT Service Management provides support as a ticket system for reporting and rectifying faults and for inquiries relating to the IT infrastructure. It also does this via IT self-service. In order to speed up installation and approval processes, further processes in asset and service request management were implemented and integrated into the overall solution. The introduction of an IT shop for key and end users was an important milestone. The solution was initially rolled out on a national level and within 6 months at the international sites too.

At Jungheinrich, all service units process inquiries in the same structured way. In light of this fact, USU IT Service Management was subsequently introduced in other support divisions such as technical customer services. Ticket routing is a particular challenge here. In order to allow the tickets generated by telephone calls, emails, web forms or event reports to be automatically assigned to the support groups responsible, a ticket workflow was created and implemented in USU IT Service Management.

Providing services for internal and external customers

Around 7,500 IT tickets, 6,500 non-IT tickets and 650 service requirements from the service shop are processed each month using USU IT Service Management – and these numbers are increasing all the time. Not only IT users but also the majority of the 4,800 external service technicians and therefore customers too benefit from having problems solved much more quickly and minimized ticket handling times thanks to tool-supported processes. Every day, the spare parts department receives around 600 inquiries via email from the international dealer network. With USU IT Service Management, these are processed and followed up in a structured manner, increasing the efficiency and quality of technical customer services and thus its contribution to value creation.

IT as a future-oriented service and solution partner

In the year after the introduction of USU IT Service Management, around 7,000 systems with an average of 20 applications were installed on the basis of standardized processes. Thanks to the automation and standardization of service processes, Jungheinrich has put in place a basis for further reducing IT process costs in the future – as was achieved with the software rollout and the management of Windows accounts.

 **With USU IT Service Management as a central platform, our "focus on service" vision is now reality. The USU software offers us the flexibility we need to make individual changes to our service processes and, on this basis, to develop our own modules for special tasks such as remote maintenance. We have a close partnership with USU. We are pleased to provide customer feedback in order to help USU develop interesting new software solutions or enhance existing ones.**

Matthias Nischwitz, Group Manager
Internal Tools, Jungheinrich AG

From 2017, further requirements were implemented with USU IT Service Management, e.g. the rolling planning of the IT budget as well as the creation of a CMDB and an SMDB which now manages over 100 services. This is connected to numerous enterprise management systems (e.g. VMware vSphere) via interfaces and is automatically updated in the same way. USU IT Service Management has been continually expanded (e.g. in the areas of service request fulfillment or service portfolio management) and will be further developed in the future (e.g. with change management, requirements management, time/ expenditure recording, project portfolio management, resource management etc.).



**Get in touch for
further information.**

www.usu.com



Smart Businesses use USU

info@usu.com · www.usu.com

USU