



Location
Germany

Industry
Electrical engineering

Solution
LANDesk Service Desk

Website
www.wago.de

“The cost-effectiveness of an in-house IT department is constantly under scrutiny. With LANDesk Service Desk, we are able to document our performance compliance with ITIL and to face the external competition, today and in the future.”

Raoul Eulenberg
Manager of System Management
WAGO Kontakttechnik
GmbH & Co. KG.

WAGO optimizes IT support with LANDesk® Service Desk

For modern industries, nothing works without a reliable transmission of power and signals. This is why WAGO Kontakttechnik GmbH & Co. KG has been delivering quality-tested components to counter loose connections, short circuits, and electric shocks for more than 50 years. In an environment like this, the IT support team needs to be at its best too. Therefore, WAGO relies on LANDesk Software. “LANDesk Service Desk helps us to see how we perform on delivering our services,” says Raoul Eulenberg, Manager of System Management at WAGO. “Coupled with the successful integration of LANDesk Management Suite provides additional transparency which enables us to enhance our internal portfolio of services.”

WAGO Kontakttechnik GmbH & Co. KG comprises two main business divisions: The division “Electrical Interconnections” offers electrical connection technology products using the spring clamp method, while the “Automation” division manufactures automation products based on field-bus technology and the spring force principle as well as interface components for the industrial, process technology and building services engineering sector. The group’s turnover in the year 2009 was 380 million euros. WAGO employs 4,800 staff worldwide, 1,700 of them in their Minden headquarters in Germany’s state of North Rhine-Westphalia. The company has locations in France, Switzerland, Poland, USA, India, China, and Japan.

“WAGO sets themselves apart by their large vertical range of manufacturing including their own development,” explains Eulenberg. “Each of these different areas has its very own specific IT needs. On our site, Research and Development alone use more than 3,000 applications or application versions.”

High Demands on the Service Desk

Against this backdrop, an efficient, well-structured service desk is required. “The Microsoft Exchange-based help desk solution we were using was simple and effective, but had reached its limits,” notes Eulenberg. “The Exchange server did not offer the scalability to handle the high number of tickets.” The creation of a catalogue of requirements revealed that a new solution was required, a modular and scalable solution, suitable for international use and based upon recognized ITIL (IT Infrastructure Library) best practices.

Following a process of careful selection and evaluation, WAGO decided in favor of LANDesk Service Desk, a service desk solution already established in the market. Several factors were instrumental in the decision in favor of LANDesk Service Desk. The ITIL-compliant service desk solution seamlessly integrated with LANDesk® Management Suite, a solution which WAGO had already been using for years in global client management. For Eulenberg, it was equally important that LANDesk Service Desk would run on Citrix, that it featured a modular design for easy scalability, multilingual capabilities for international support, and last but not least, that it was offered at a competitive price.

With the introduction of LANDesk Service Desk, WAGO also introduced an ITIL-based incident management process. “It was extremely helpful to be able to utilize LANDesk’s competent consulting in process design before we even started the implementation,” said Eulenberg. WAGO had to design its own incident management process: “At first, I could not believe how different these processes were across the different companies,” the IT expert remembers. “The profound know-how of LANDesk in the area of process design and their extensive practical knowledge of feasible ways to design and implement processes has proven to be very valuable for us.”

One of the advantages of the customized process design was that WAGO was able to better address the needs and wishes of IT support staff: “The flexibility in the design of processes with LANDesk’s Process Designer accounts for the high level of acceptance with our staff,” explains Eulenberg.

WAGO selected the LANDesk solution and implemented it within a year. The integration of CTI (Computer Telephony Integration) on Citrix, as requested by WAGO, proved to be a challenge during rollout. “Even manual entry of user data without CTI can be accomplished within a very short time with LANDesk Service Desk,” Eulenberg states. “But we envisioned a number-matching functionality which would automatically assign user data and incident history to a caller’s phone number and all that using Citrix was a complex challenge. The cooperation between LANDesk, Citrix and Siemens, the phone system supplier, made the integration possible.

ITIL-Compliant Service Desk

Today 49 IT staff members are using the LANDesk solution, among them are the 12 first-level support staff who are using the now ITIL-compliant service desk. What were the benefits of introducing a centralized ticket management? Eulenberg emphasizes above all the increased efficiency of his service desk team: “This enabled us to improve and accelerate our processes for hardware/software requests and for user requests.”

If an incident is not assigned within four hours, its display color changes from white to red. The solution thus “entices” service desk staff to act, conforming to process on their own accord: “The color scheme has a psychological effect: none of them wants to see their tickets showing in red,” explains Eulenberg. “Now, the majority of the incidents are white.”

Another key benefit of LANDesk Service Desk is the increased level of transparency: “We are able to view the performance we deliver.” Eulenberg’s team is now also able to create service catalogs that meet their demands, and can customize them. Being able to document the performance of his team is really important. “The cost-effectiveness of an in-house IT department is constantly under scrutiny,” he said. “With LANDesk Service Desk, we are able to document our performance compliance with ITIL and to face the external competition, today and in the future.”

Manager of System Management Eulenberg is completely satisfied with the LANDesk solution. His recommendation for IT managers who are facing the challenge of introducing an ITIL-compliant service desk solution: “It is important to find a provider who has extensive experience with modeling and implementing ITIL processes. Furthermore, the solution must be tested thoroughly to determine whether it is truly ITIL compliant, or merely supporting ITIL at a superficial level.” LANDesk Service Desk offered true ITIL compliance.

The next step for WAGO will be to take advantage of the modular design of LANDesk Service Desk and to enhance it to include the processes for change and configuration management, as well as a CMDB (Configuration Management Database). These processes are also tightly integrated into LANDesk Management Suite: “We are able to match the CMDB against LANDesk Management Suite and to verify that all of the changes have proceeded as planned,” said Eulenberg. “This gives us reliable figures on the success of changes just as it is intended by ITIL.”



Requirements

- Scalable Ticket Management
- Modulation of the Incident Management Process
- International usage
- ITIL Compliancy
- Integration of IT Service and Client Management

Solution

- LANDesk Service Desk

Business Benefits

- Optimization of service desk efficiency
- Transparent visualization of personal performance
- Flexible integration of additional ITIL processes
- Increased end-user satisfaction

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