



# Allianz Customer Success Story

Allianz chose Codebeamer to track real estate property maintenance records



## Allianz Handwerker Services' IT Department chose Codebeamer as the collaborative software development platform to help them track real estate property maintenance records

### Problems & Challenges

With a staff of over 200 employees, Allianz Handwerker Services (AHS) is responsible for providing facility management services within the Allianz Group. AHS developed a web-based Java enterprise application designed to track the maintenance records of all real estate properties under contract for facility management and services with Allianz. A collaborative software development platform was needed to support a distributed software development team. A top IT objective was to leverage automation to help the real estate facility management business operate smoothly and cost-efficiently.

The system had to work with the existing IT infrastructure including CVS for source code management, and was required to replace Mantis for bug tracking (without losing any information), and DCL for project management and user help desk support. In addition, Allianz Handwerker Services needed a better document management system in order to provide authorized users offline access to critical project management records, documents and artifacts.

**Codebeamer is an excellent, enterprise class collaborative software development platform. The Codebeamer team provided excellent guidance in making our computer telephony integration (CTI) business requirement a success.**

*Patrick Deutsche, Head of IT*

### Solution

Allianz Handwerker Services evaluated Borland's Tool Suite and Codebeamer against existing in-house CVS, Mantis and DCL standalone tools. Codebeamer was the only solution that met all the initial technical requirements. With Codebeamer's Java API feature, the ability to customize, implement and meet Allianz's computer telephony integration (CTI) requirement for the User Help Desk staff proved to be straightforward and elegant to implement.

### Benefits

- Leveraged Allianz Handwerker Services' existing IT infrastructure.
- Integrated easily with CVS for source code management and having transferred all existing Mantis issues into the new system without any information deficit.
- Fulfilled the computer telephony integration (CTI) business requirement that is critical to the User Help Desk staff.
- Excellent professional support services rendered Codebeamer's feature-rich collaborative platform as the most cost-effective solution for increasing the productivity of the AHS distributed software development team.



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**Codebeamer X** is an integrated Engineering Lifecycle Management (ELM) platform for life sciences companies with regulatory process & compliance support.

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