FIS | KORDOBA

FIS KORDOBA

Key Statistics

- 150 incidents per day
- 1,000 incident-related actions per day
- 1,000 assyst users
- No Hotline – clients log incidents via assystNET

Key Challenge

- Gain transparency of service processes
- Adopt ITIL aligned processes
- Achieve consistency of service processes
- Customer requirement for IT Service Management (ITSM) tool

Key Strategy

- Align business processes to ITIL
- Deliver an ITSM platform for customers
- Involve customers in the service process
- Find a client and audit-proofed tool that was configurable
- Connect customers (directly or via an interface)
- Create a consistent platform covering all areas (internal and external)

Key Benefits / Results

- The service process is transparent and easy-to-use
- Auditing acceptability
- Consistent platform covering all internal and external areas
- Easy implementation of configurable elements
- Action-based tool
- Event-driven routing and incident logging
- Reporting with Crystal Reports/Server
- Service charging and invoicing

Why assyst from Axios

- ITIL aligned
- Recommendation from industry consultant

FIS KORDOBA banks on the multi-client functionality of assyst

assyst enables leading financial IT software producer to carry out 1,000 incident-related actions per day

Fidelity Information Systems KORDOBA GmbH (FIS KORDOBA) is a leading provider of software and consulting services in the European banking market.

FIS KORDOBA provides a range of services from high-quality software products to assistance with customization, implementation support, different outsourcing models, servicing and maintenance for their customers. Being able to highly customize their offering has created a significant competitive advantage for the company.

Challenge – Improve customer service with consistent processes

"Our customers asked us for consistent processes and we found that ITIL provided us with the solution we needed. The flexibility and adaptability of the framework were important to us and we wanted these features to also be reflected in the tool which we would use in the future." said Mr. Werner Künne, Service Management Manager at FIS KORDOBA.

Before they chose a new software system, the IT Service Department staff in the Munich and Frankfurt offices worked with a simple ticketing system. This system no longer met their functional requirements, and this opened the door for a new ITIL aligned IT Service Management (ITSM) system.

By implementing the new system, FIS KORDOBA aimed to satisfy another essential requirement – the standardization and transparency of their service processes. For this, they needed a software solution which supported the complete process lifecycle – from the initial request to the documentation.
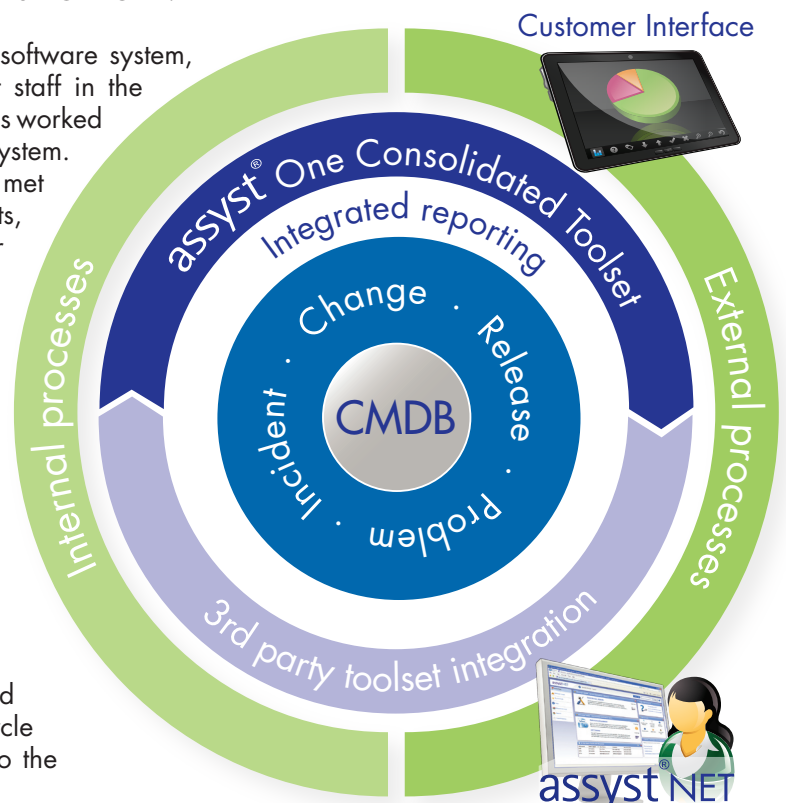*"We wanted to meet our customer requirements, increase the service quality*

and customer satisfaction with integrated processes in the solution", said Mr. Roland Meyer, Service Support Manager.

In accordance with ITIL recommendations, clear roles and responsibilities needed to be mapped in the solution. It became clear that as well as Incident Management, which had already been implemented, that Problem, Change and Release Management should also be incrementally deployed

Solution – multi-client functionality within one tool

Following a benchmarking exercise and recommendation from an industry consultant, FIS KORDOBA selected assyst by Axios Systems. The organization was impressed by the rich functionality of the software and alignment to ITIL principles as well as the tool's effective multi-client functionality and auditing capability, critical for an industry handling sensitive information.

Customer Interface

assyst® One Consolidated Toolset
Integrated reporting
Internal processes
External processes
Change · Release
Incident · Problem
CMDB
3rd party toolset integration

assyst NET

assyst has a consistent database platform at its core which has allowed FIS KORDOBA to create separate internal areas e.g. for staff, and an external area for customers. FIS KORDOBA has 23 customer service groups and a subsequent 139 service departments (task-related working groups), so the company placed significant emphasis on the requirement for a fully configurable ITSM tool to meet their needs.

Conclusion and way ahead

assyst is now used company-wide at FIS KORDOBA. Due to the nature of the solution, a phased implementation was easy to initiate. Once Configuration Management was complete, Problem, Change and Release Management were incrementally phased in.

"With assyst, we were able to quickly map all of the organizational process structures as they were already pre-built and simply needed to be activated. Our employees quickly adapted to the ITIL-based workflow and integrated roles", said Meyer.

The ITSM system could be easily integrated into the existing infrastructure, with the key element for all processes being the Configuration Management Database (CMDB). Existing data was easily imported over from the current system. In addition, configuring assyst to FIS KORDOBA's specific requirements and integrating 3rd party applications into the toolset was successfully achieved.

The system FIS KORDOBA has set up is versatile due to the great flexibility in accessing the assyst solution. *"The advantage is obvious: the ITSM solution is only installed in our company, but with the multi-client capability of assyst, all of our customers can access the system - either directly or through an interface to their own ticketing solution,"* continues Meyer.

FIS KORDOBA uses the self-service portal assystNET, which enables each customer to log their own incidents and track the process status. All information is collated centrally and customer-specific processes can also be integrated within this. All communication therefore takes place inside the ITSM system and requires no additional phone calls or e-mails. Customers and internal staff receive an automatic email notification if a change is made e.g. a change of status, additional information added or the assignment of an incident. This ensures all service processes are transparent and comprehensive.

The powerful search function within assyst is extremely useful to FIS KORDOBA and is well liked by customers and employees. Using this intuitive function, information can be found using fewer clicks, both in the database and in the attachments.

FIS KORDOBA has also installed an alarm tool to ensure that time-critical messages are dealt with efficiently. It triggers an audible and visual alarm that can only be turned off by the Service Desk. The issue is then automatically routed to the correct support group for resolution. The system automatically updates all staff involved to ensure critical issues are dealt with in a timely manner.

For performance-related accounting, costs are added by staff to the action taken on an incident. These costs are automatically forwarded to the finance department so they can be charged internally or externally.

Due to the good working relationship Axios Systems has established with FIS KORDOBA and the positive results that have already been achieved from using assyst, the organization plans to upgrade shortly to the latest version of assyst with an integrated Service Catalog.

> **"**With assyst, we were able to quickly map all of the organizational process structures as they were pre-built into the product and only had to be activated. In addition, our employees quickly adapted to the ITIL-based workflow and integrated roles.**"**
>
> **Roland Meyer**
> **Manager Service Support**
> **Support FIS KORDOBA**

Axios Systems in IT

Axios has been providing ITSM solutions to the IT industry for more than 20 years. assyst, is a fully integrated, out-of-the-box solution, available in on-premise and SaaS models, which helps organizations optimize IT infrastructure efficiency, reduce overheads and lower the total cost of IT ownership. Our focus on helping companies deliver top-line value has been well demonstrated in the IT sector with customers including **Lanit, Kaspersky, SCC and Corporate Express.**

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