Vendor choice no accident for Europe's top vehicle tester

Axios
SYSTEMS™

When Europe's leading vehicle safety organization wanted to move its IT Service Management system into top gear, it was no accident that it chose Axios Systems to provide it.

DEKRA

Each year, Stuttgart-based DEKRA Automobil GmbH tests around 18 million cars, lorries and motorcycles for safety and legal compliance, compiles more than 800,000 damage and accident analysis reports and carries out 100,000 vehicle appraisals. Half the tests are carried out in Germany but DEKRA also has operations in 17 other European countries.

The organisation's services can literally mean the difference between life and death so its computer systems must be the best - which is why it chose assyst.

DEKRA, which helped propel Michael Schumacher to his first World Formula One Drivers' Championship, put Axios in pole position after extensive comparisons with other providers, notably Remedy and Tivoli Service Desk.

Problem Manager Uwe Antlauf explained: *"We wanted to implement a network management system as part of a major IT restructure project called REDIS, a sub-section of which was Help Desk and Problem Management. We were keen to build up our Incident, Problem, Change and Configuration Management capabilities so we needed a reliable all-round tool."*

REDIS conforms to the IT Infrastructure Library (ITIL) so it was crucial for DEKRA that the system it selected was ITIL-compliant.

The organization had used Remedy for four years for its IT Help Desk with Tivoli as a complementary monitoring and alerting tool before changing to assyst.

In addition to its head office in Stuttgart, DEKRA's IT Help Desk serves more than 200 locations with desktop servers and 6,000 staff including 3,500 engineers with mobile terminals working from tens of thousands of workshops.

"The organization's services can literally mean the difference between life and death so its computer systems must be the best - which is why it chose assyst."

"Coincidentally, Axios had shown us assyst which had Configuration and Change as standard modules. We then compared its product with Remedy and assyst simply came out better - in terms of meeting our business needs and the fact that its tools came as standard."

Voted the No 1 Help Desk & IT Service Management Software Solution

assyst by AXIOS SYSTEMS

Test reports are compiled for customers using powerful notebooks and sent directly to Stuttgart for archiving.

Damage and accident analysis reports - particularly useful for insurance companies - are available on the Internet to everyone involved in relevant claims. In addition to workshops, the DEKRA Claims Network is used by insurance companies, lease car companies, fleet managers and lawyers.

First level support is outsourced to a subsidiary of IBM in Erfurt which is contractually bound to solve 80% of problems within 15 minutes. Calls which cannot be solved in that timeframe are referred via assyst to second level support specialists in Stuttgart. To improve skill levels and service co-ordination, staff have job-swaps with Erfurt as well as monthly meetings with the first level 'Hotline' team.

Crash test Dummies taking a well earned rest.

Problems can include data not being sent or received, slow network access, inability to get onto the company's Intranet or a printer not working. DEKRA uses almost every well known software program as well as its own in-house products.

"A PC fault may not be crucial because each location has several PCs and a next day fix is adequate", Mr Antlauf said. *"But in the worst case, if a location cannot operate because of IT problems that costs us a lot of money - thousands of Euros a day. There's a limit to the work we can do with mobile equipment."*

What were Mr Antlauf's initial views on assyst and Axios? *"I'm particularly impressed by the links between Problem, Incident, Change and Configuration Management"*, he answered. *"Its location and product structures are a lot simpler to understand and work with. That makes it easier to identify and assess trends. assyst has very clear structures which cannot be altered easily which I regard as another plus."*

Mr Antlauf concluded, *"We are setting out on the road of what we hope will be a long and happy relationship with Axios and looking at some of its other products which might be suitable for us. Axios is very customer-driven - that's an important principle because its products adapt to customers' needs. I believe that things begin and end with the customer. That seems to be Axios' view too. We feel we're in safe hands."*

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Uwe Antlauf
Problem Manager

Dekra Automobil GmbH

assyst®

the
enterprise-wide
out-of-the-box
solution

USA
Tel +1 (703) 326 1357
Fax +1 (703) 326 0429

UK
Tel +44 (0) 131 220 4748
Fax +44 (0) 131 220 4281

Canada
Tel +1 416 572 2062
Fax +1 416 572 4125

France
Tel +33 (0) 1 53 67 44 58
Fax +33 (0) 1 53 67 53 53

Germany
Tel +49 (0) 89 614 5870
Fax +49 (0) 89 614 58770

Benelux
Tel +31 (0) 30 630 8828
Fax +31 (0) 30 600 0546

assyst@axiossystems.com   www.axiossystems.com

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