

KIX

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OSRAM CONTINENTAL GMBH

PROJECT OVERVIEW

User: OSRAM Continental GmbH is a joint venture for intelligent automotive lighting technology that was newly founded in 2018 between OSRAM and Continental

Remit: Fast introduction of an open, standardized ITSM solution for the IT support of 1,500 employees; there were only 12 work days between the order and go-live

Project time frame: June 2018

Solution: KIX Pro, version 17.4 (as of March 2019)

Operating environment: Linux on VMware, KIX database: MariaDB, MS ActiveDirectory, incl. connection of ServiceNow, VMware AirWatch, Canon Printer via REST

Application scope: Multilingual ITIL-compliant IT support for all international sites, intensive integration of the self-service portal

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IT service that sticks with the standard

When a customer tells you that they would like to have a functioning service desk with service management software for a global company set up within twelve days, the first thing you do is take several deep breaths. But once the state of shock has subsided, as the managing director of the software company involved, you see this as a challenge; you of course aim to have a positive influence on the project, and bring it to a successful conclusion. That fact that we succeeded in this is due to great collaboration on both sides, so we can confidently say it was “perfect”.



Rico Barth, Management Board

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How a young joint venture got a service desk up and running in just 12 days with KIX.

The client: A newly founded joint venture between the two major companies Osram and Continental with 1,500 employees, 16 sites around the world, and a completely new IT infrastructure. The task: Within twelve days, set up a functioning service desk including service management software for a global company, in order to get the IT infrastructure fit for the new challenges in terms of performance and operation.

Initial situation

Osram Continental GmbH was founded in July 2018 as a joint venture and is headquartered in the Munich region. It manufactures intelligent lighting solutions for the automotive industry. Both parent companies were already active in the automotive sector independently of each other so that Osram Continental did not have to start from scratch in all departments. But in certain areas it did, such as in IT support. All of the central IT services had to be structured and organized from the ground up. The IT infrastructure had to be ready for use as quickly as possible so it could pro-

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vide ongoing operations with effective support. The requirements of those responsible in the process were to always remain as close to the standards as possible. Everything that went beyond basic standards, such as the use of common Microsoft computers with Windows 10, was first of all questioned by Michael Schöberl, IT manager, and Michael Schaich, who is responsible for service management at Osram Continental. The time pressure was immense: “We knew the deadline and that our 1,500 employees would need a lot of support particularly in the first weeks and months because the changes were huge,” says Schaich. “Many employees had swapped over or were completely new. On the part of IT one of the biggest problems – especially in the first weeks – was to first of all understand who the person was that was calling, and what their background was, to then be able to find the possible cause of their issue.” The IT organization of the joint venture is structured globally; not every subsidiary has IT staff. This proves a challenge for all employees.

Project

A powerful service management tool was required and the decision was made for KIX Pro from cape IT. KIX Pro is open-source software which took its own development path in ((OTRS)) Community Edition 5. “Our interest came from the recommendation of an employee,” reports Schaich. “We then took a closer look at the tool, including a lot of testimonials. Once we were relatively sure what the product could offer in terms of functions and processes, we invited employees from the provider to come and give a presentation.” They scrutinized the technical feasibility and within one day, they were able to verify that the functionalities of the tool would be able to meet both the short-term as well as long-term requirements. Once an internal cost-benefit calculation had been performed, a decision was made relatively quickly. In collaboration with cape IT, Schöberl and Schaich got the service tool up and running within the shortest space of time so that they were able to master the first few weeks. Here, too, they aligned themselves as close to the standard as possible. “Of course, as an IT manager, I am completely entitled to make adjustments myself,” says Schaich. “But there are application cases where we don’t have a solution in mind. In such cases, I call on cape IT for advice as I want to be sure that we will find a solution that not only works in theory, but also solves our problem.”

The alignment to the standard is based on pragmatic reasons. It is not the aim of Osram Continental to develop an IT landscape, but to produce intelligent lighting solutions for vehicles. Thanks to KIX Pro, the joint venture manages to work smoothly and efficiently with a lean IT team. Sophisticated modules, such as reporting or KPI measurements, do not need to be programmed by the company, but can be ordered as KIX Pro modules from cape IT and integrated with ease. This saves the IT team time. And above all in the future, changing over to new tools will be easy because

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the system has not become too complex from huge levels of customizing. There was one area, however, where the IT managers deviated from the standard: The user interface. Due to the incorporation of an increasing number of menu items, this had become ever more complicated. So the navigation was facilitated through their own groupings and icons. "The interface is less crucial for the service agents, but I feel that you can win or lose users with the user interface," says Schaich. In the meantime, regular operations have set in. The most contact is from service requests or assumed incidents where the user falsely believes something is not working. All inquiries are collected in a knowledge archive which a lot of employees use before they open a ticket.

Conclusion & outlook

The deadline of twelve days was met. KIX Pro is up and running and Osram Continental is illuminating vehicles. Employees' trust in the service desk is also gradually growing even though they were previously used to personal contact in the event of IT problems. And this is important as an efficient IT service needs to have all the aspects coming together at one point. "Our experience shows that employees need a central access point to get in contact with the IT department. This central access point is KIX," summarizes Schöberl. The IT managers are already looking at the next steps with KIX Pro. Currently they are working on the request process for software orders. The topic of asset and configuration management is also on the agenda in order to document the delivery of the new IT infrastructure correctly. Following the successful acid test, there is no doubt that KIX can also master these tasks.



OSRAM Continental GmbH

“We don't have to force the tools to fit our processes,
but can rather adapt our processes to the tools.”

Michael Schöberl, IT manager

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ABOUT CAPE IT

The c.a.p.e. IT GmbH is a manufacturer of the Open Source Software KIX and KIX Pro and a cross-industry specialist for business processes in IT and technical service. The company with headquarters is located in Chemnitz currently employs about 50 experienced, ITIL-certified employees at two locations and can rely on many years of project experience and extensive expertise.

Numerous field-tested add-on modules for data and system integration as well as for maintenance and repair management, service accounting and reporting contribute to the sustainable optimization of service processes. As a leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

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