

MATRIX42

SMARTER WORKSPACE – BETTER LIFE



CASE STUDY

City Council of Karlsruhe, Germany

Karlsruhe City Council implements cutting-edge central service platform with Matrix42

The Karlsruhe City Council used Matrix42 Physical (Empirum) to automate its approximately 1,750 workspaces in 2008. In 2011, the authorities added the Matrix42 Service Desk and Service Catalog Service Store modules. Today, together with asset management, these systems form the basis for the impressive central service platform that the city council uses to handle both IT services and all employee management tasks. Soon the system will be expanded to include Matrix42 Mobile. This development will ensure that mobile management tasks at the city council are also automated and process-oriented. And last but not least, the city council also plans to integrate cost centers into the system and the internal services accounting.



„We can check at any time to see exactly who is using which devices and equipment – from service IDs, monitors, and SIM cards to software and printer authorizations, etc.“

MARKUS KÄLBERER

ICT department of the Karlsruhe City Council

The impressive system in Karlsruhe was originally developed due to the need to implement a new solution for workspace management because the support had expired on the product that was previously in use. The managers of the ICT department determined Matrix42 Physical to be the ideal solution for the city council and installed this solution as the central platform for the office's current comprehensive system. "Matrix42 Physical prepares software packages so as to allow them to be installed automatically. This system maps the structure of our individual offices and helps us to provide the right packages for each office. This product covers the entire computer lifecycle," says Dr. Christoph Schnaudigel, District Administrator, from the ICT department of the Karlsruhe City Council. The city council has plans to enable users to order complete software packages over Matrix42 Service Catalog, allowing for an even larger degree of automation, including cost center accounting. Kai-Uwe Butzinger from the ICT

KARLSRUHE CITY COUNCIL



The Karlsruhe district is located in the German state of Baden-Württemberg, in the Middle Upper Rhine region in the administrative region of Karlsruhe, and in the cross-border Regio Pamina district. The Karlsruhe City Council employs around 1,750. The ICT department of the treasury is responsible for IT services within the city council.

„IT and non IT job completion is performed by dedicated Service Desks, so that work assignments can be processes and documented efficiently.“



KAI-UWE BUTZINGER

ICT department of the Karlsruhe City Council

„The depth of information and quality that the system provides not only cuts the time it takes to complete tasks, it also improves efficiency. On the basis of the reporting data, we can make decisions regarding improvements more quickly and more in line with our goals.“



RAGNAR WATTEROTH

departmental head of the Karlsruhe City Council

department of the Karlsruhe City Council explains, “From the very beginning, we had a very constructive working relationship with TAP when it came to the planning and implementation processes. We were able to complete many of these tasks on our own because the product offers so many options for independent work, for example, for designing forms or creating a central online platform. This has allowed us to consistently implement the current central employee management system (ZMM) in individual projects with different levels of distribution within the city council.”

SERVICE DESK FOR NON-IT SYSTEMS AS WELL

The experts at the city council laid the second foundation for their service platform and a central employee management system with the decision to implement Matrix42 Service Desk and Service Catalog. With the addition of Matrix42 Service Desk, the city council has implemented a certified web-based help desk solution with numerous advantages. The special feature of the service desk solution in Karlsruhe is that the tool is also used to complete tasks and resolve technical problems outside of the IT department. For example, building superintendents and technicians also receive tickets if, for example, there is a fault in the air-conditioning system or light bulbs need to be replaced. And because the system is implemented throughout the entire building as a central service platform, meaning that all internal departments (human resources, treasury, superintendent, building services, internal services) work with Matrix42 Service Desk, the city council is provided with highly detailed documentation. “We used Workflow Designer to map our processes and we now have access to structured information that gives us excellent control over the processes in IT and the specialist departments. For example, we can evaluate where the majority of the problems are occurring, which specific office generates the most tasks, and what types of tasks these are. This information helps us to build a foundation for any decisions regarding changes to be made. This reporting system was created and developed together with the Business Intelligence Team at TAP and in the future, we will be providing our decision-makers with important reporting information on a regular basis as part of an e-mail newsletter,” explains Butzinger. But the city council benefits from more than just the documentation. This modern system automatically distributes tasks and automatically generates tasks based on the status of the previous task, saving an enormous amount of time in the process. This means that no necessary steps are neglected and users benefit from increased transparency because they can always view the status of their order or complaint.

ZMM AS FOCAL POINT

Together with Matrix42 Service Catalog, Service Desk forms the basis for the central employee management system (ZMM) of the city council. It serves as the focal point for all personnel changes, for example, for new hires, internal office changes, relocations, and resignations, and handles the coordination of the connected tasks for the different offices. There are a total of 305 services divided into different areas such as IT, relocations, authorizations, or personnel requisitions, available for order via Service Catalog. One of the primary benefits lies in the option of having services automatically generate and centrally manage tasks resulting from the different work processes. However, the central objective is to facilitate efficient, structured work with the goal of reducing the workload. The system was adapted to the needs of the city council and developed into a central service platform as part of a project conducted in cooperation with the ICT department and the HR and organization office as well as

The Challenge



Originally, the Karlsruhe City Council was only looking for a new solution for automated workspace management and a help desk tool. With the implementation of Matrix42 Workspace Automation, Matrix42 Help Desk, and Matrix42 Service Catalog, and the adaptation of these solutions to the requirements of the city council, the foundation has been laid for a comprehensive central service platform that extends far beyond IT.

the participating offices with the support of Matrix42 partner TAP Desktop Solutions. For any needs involving employees, such as personnel requisitions, relocations, equipment requisitions, or changes in tasks, the office in question uses the service portal to contact the responsible offices or specialist departments and in some cases, the central employee management system has already triggered these tasks using the service portal. The service portal contains a number of 'services' for interdepartmental offices that can be requisitioned as services using a form or via an individual order. The participating offices (including non-IT offices) have their own separate areas in Service Desk, meaning that all offices work with Matrix42 Service Desk. Michael Krause, CEO of TAP Desktop Solutions GmbH: "The way in which the city council has implemented the Matrix42 solutions is truly unique and sets an impressive example of how it is possible to use this type of system to facilitate optimum process implementation and create significant added value." The system has been used to process over 1,500 orders of all kinds since October 2013.

THE NEXT STEPS ARE ALREADY IN THE WORKS

The next steps for the development of the system have already been planned. The experts at the city council plan to integrate Matrix42 Mobile as well as license management. In the future, it will be possible to install software packages via Service Catalog and the rollout of the central Service Desk Dashboard for creating reports is currently in the works. After this, the internal accounting for the services in Service Catalog is set to be implemented.

Solution



Together with Matrix42 Service Catalog, Service Desk forms the basis for the central service platform of Karlsruhe, including a central employee management system. It serves as the focal point for all personnel changes, for example for new hires, internal office changes, relocations, and resignations, and handles the coordination of the connected tasks for the different offices. There are a total of 305 services divided into different areas such as IT, relocations, authorizations, or personnel requisitions, available for order via Service Catalog.

TAP DESKTOP SOLUTION GMBH

TAP Desktop Solutions GmbH develops and implements concepts and solutions covering all client and user requirements. Increasing efficiency and productivity are the company's main objectives. According to the adage 'The solution is always easy, you just have to find it', TAP's IT specialists create individual solution concepts that can be seamlessly integrated with their customers' business processes. More than ever, companies are under pressure to ensure IT transparency

and reduce breaks in communication. TAP's strong focus on processes, and desktop and user solutions, makes the company a competent advisor, system integrator and service provider for desktop infrastructure, endpoint security, IT service & finance management and business process management (BPM). TAP Desktop Solutions is the only Matrix42 partner certified as a 'Matrix42 Solution Partner'.

MATRIX42

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