

Serviceware Interview with LBS West

LBS uses Serviceware Processes to give a new home to their IT services We talked to Stephan Ricker, Head of IT, LBS West

It is not an easy task to implement clear processes for the collaboration between IT and the rest of the company. This holds particularly true if IT experts are faced with the growing structures of a globally operating organization. LBS West introduced a central system with Serviceware that controls the entire interaction between operative departments and EDP.

How is your IT service department structured?

The IT support for LBS West's business activities is headquartered in Münster. In the IT technology department we offer a wide array of services: procurement of hardware and software, support, all the way to the development and deployment of applications. There are 60 employees and five teams in the department, providing apps and systems for the back office and field service workers. All in all that covers more than 3000 workstations.

Why did you implement a new solution for ITSM?

Prior to opting for Serviceware Processes, LBS used a self-developed software solution based on Microsoft Access with an Oracle database for its ITSM. IT procurement processes, planning and management of the IT budget were also handled with this solution. However, at some point the developers reached the limit of their capacities to further develop the system. The introduction of Office 2010 and the changes that would have come with it forced us to find a different solution. The challenge was to find a standard software for controlling the entire ITSM since further developments were no longer possible with the current system. The requirement was to consolidate all data involved in asset management and consistently depict the entire process from planning to purchasing and operation.

Why did you choose Serviceware Processes?

We decided to go with Serviceware because we were offered a very flexible yet powerful solution. We wanted to keep processes and structures as simple as possible and yet keep the option to customize the software according to our needs. Other vendors did not offer this customizability and open source solution were too rigid and inflexible for our demands. The Serviceware solution already perfectly maps most standard processes. We could even use the solution to realize our change process that differed from ITIL and we were even able to map our budget planning and ordering processes one-to-one, a function that is not even intended to be possible in ITIL.

What improvements did the implementation of Serviceware Processes bring to you?

The service team of LBS now processes queries from all users more efficiently than everbefore, provides automatic feedback, and has reliable asset management at its disposal. For this project, the solution was expanded with the required functions for order processing of hardware and software, maintenance fees and services. Inventory creation for assets and budget management including required budget prognoses were also implemented. All assets from budget planning to de-inventorization can now be mapped with Serviceware. The flexible and personal interface lets every employee design their own interface as needed.



The Project at a Glance

Topics

- Disruptions
- Incident Management
- Problem Management
- Request Fulfillment
- Change Management
- Service Asset & Configuration Management
- Knowledge Management
- Event Management

The customer

LBS West

www.lbs.de/west

Industry

Financial services

The project in numbers

- Approx. 3000 users
- 60 service agents
- 4.000 queries per month

