

From IT tool to business „Swiss army knife“

How Endress+Hauser Flow ensures seamless user experiences with Enterprise Service Management from Matrix42.

In the beginning, there was the helpdesk

In 2007, Endress+Hauser Flow started its enterprise service management journey with Matrix42 Empirum. Four years later, Günther Ciperle joined the leading manufacturer of industrial flowmeters for liquids, gases and steam as the Helpdesk Team Leader. His first assignment: to replace the existing helpdesk application, which was out of date and had reached the end of its life cycle. In a selection process based on an evaluation catalog and involving four competitors, Matrix42 came out on top.

During the evaluation, the IT decision-making team looked at various aspects of the competing solutions, such as functionality, usability, and flexibility, as well as ITIL compatibility and price-performance ratio. For implementation support, the IT team selected TAP.DE, with whom they had already had a very good experience during the implementation of Matrix42 Empirum.

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In TAP.DE, we have found the perfect partner that has supported us very effectively across all aspects of Matrix42 from the beginning.

Günther Ciperle, Expert Service Manager,
Endress+Hauser Flow

Rebuilding from the ground up

After several years working successfully with the Matrix42 helpdesk solution, which was initially only designed for the IT world, the decision was made in 2019 to completely rebuild the system from the ground up. The helpdesk was still to be used to solve IT issues, including the configuration management database and existing processes. But Matrix42 was also to be used to manage key business processes, such as Next Level Support, which was to be introduced to manage fault alerts from production processes worldwide. Furthermore, individual HR workflows for contract data, as well as employee onboarding and offboarding, were implemented. Matrix42 also supports the HR department with additional functions, such as employee job role changes or departmental organizational changes. The new personnel workflow was first introduced at the Reinach site in Switzerland, shortly followed by Cernay in France. Currently, the foundations are being laid to support every company within the Endress+Hauser Group located at the “Reinach Campus” Shared Service Center with one, unified HR team. To this end, standardized personnel workflows for all are essential.

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Through Next Level Support, the qualification and processing of fault alerts from all our production processes is now carried out in a structured and easily understandable way.

Günther Ciperle, Experte Service Manager,
Endress+Hauser Flow



Optimize processes, improve quality and increase satisfaction

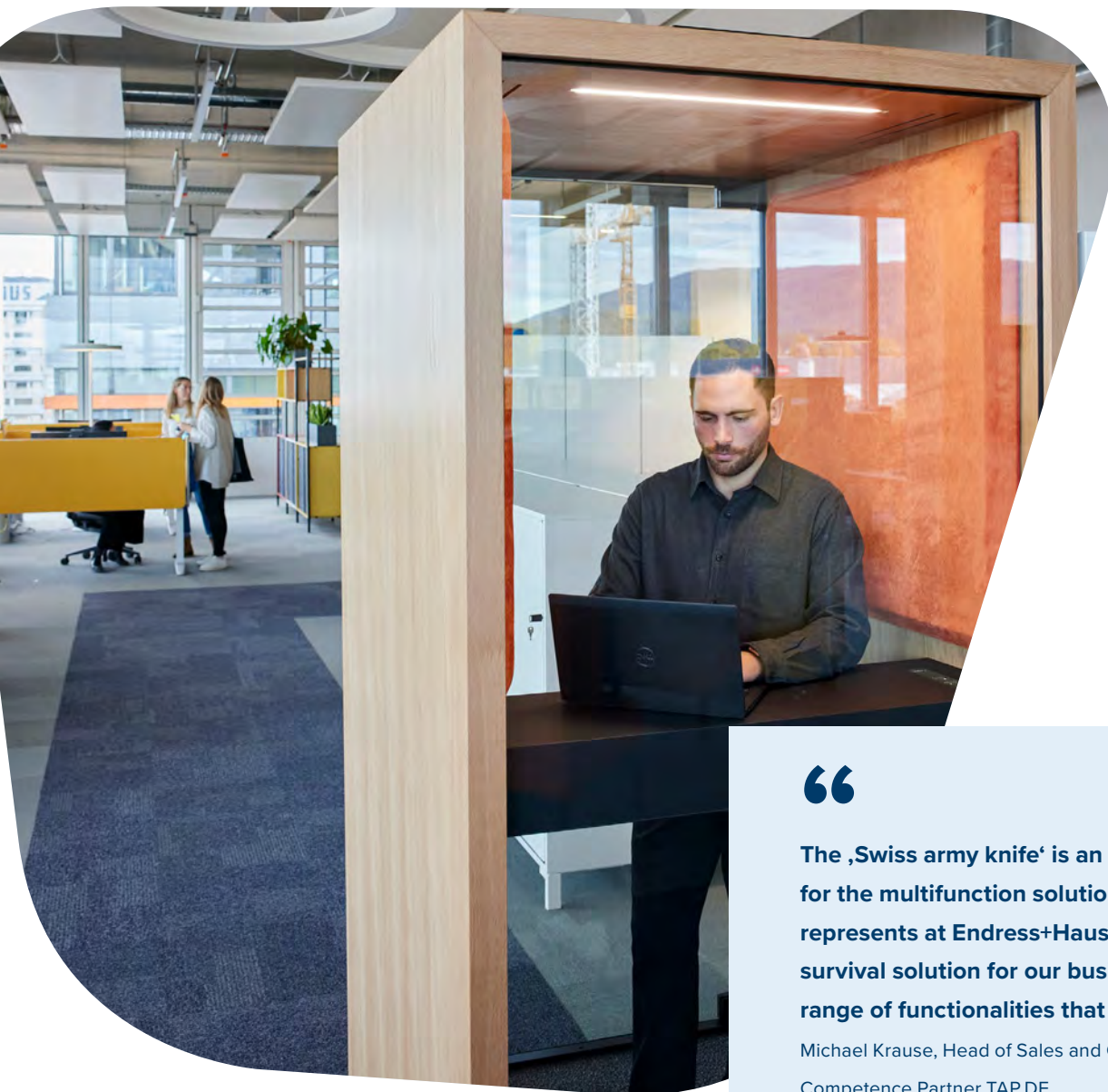
Endress+Hauser Flow has access to Matrix42's entire Enterprise Service Management Suite. "We make particularly active use of the self-service portal, which is available to around 15,000 users worldwide. This gives users the opportunity to create service requests, incidents and orders themselves around the clock. It also allows them to track progress and to send queries using the comment function," says Günther Ciperle.

Enterprise Service Management takes on the core functions of all these workflows. Whether the service is related to real estate services, electronics, IT, marketing, design or prototyping, queries or faults can be reported to the relevant department via the self-service portal. As a result, Matrix42's Enterprise Service Management is now established as a central point of contact for IT and business issues. This enhances the user experience and user satisfaction at Endress+Hauser Flow, as service processes are handled transparently and efficiently. This is supported by both active communication and the knowledge base, a collection of internal instructions and guides that can be accessed at any time.

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We are delighted with this integrated solution, which enables our employees from production, HR and other business areas to complete tasks in a lean and smart way. The key benefits include the improved communication between the departments, as well as the standardization of business processes such as HR workflows and next level support. Users don't have to switch between different applications. They can interact intuitively with their specific task within the standardized interfaces of the self-service portal.

Günther Ciperle, Experte Service Manager,
Endress+Hauser Flow



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The ‘Swiss army knife’ is an excellent metaphor for the multifunction solution that Matrix42 represents at Endress+Hauser Flow. It’s a real survival solution for our business, with the broad range of functionalities that it includes.

Michael Krause, Head of Sales and CEO of Matrix42
Competence Partner TAP.DE



Conclusion

With the introduction of Matrix42’s Enterprise Service Management, Endress+Hauser Flow has connected systems, reduced system discontinuities and optimized communication. The end result is higher quality services and greater user satisfaction. In cooperation with its partner TAP.DE, it also has access to comprehensive know-how. “We are very satisfied with the cooperation and the results,” Günther Ciperle concludes.



www.matrix42.com

Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and increase the security of their employees' workspace. Its Digital Workspace Experience software manages devices, applications, processes and services simply, securely and compliantly. The innovative software seamlessly integrates physical, virtual, mobile and cloud-based work environments into existing infrastructures.



SMARTER WORK | BETTER LIFE

The TAP.DE group of companies supports medium-sized companies, corporations and public institutions in the development and optimization of business processes, as well as the sustainable operation of IT working environments. TAP.DE's specialists develop strategic concepts for workplace automation, endpoint security, IT service management and compliance. Practicality, quick wins, and the improvement of internal processes and services are always prioritized.

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