



Next Service Level.

How Schweinfurt Deaconry is redefining the quality of its service processes with integrated enterprise service management from the cloud.

About the Schweinfurt Deaconry

“What really counts is the person.” This is the motto that guides over 700 employees at the Schweinfurt Deaconry as they help people in need with their diaconal work. To perform a range of diverse tasks focused on elderly care and life coaching more effectively, the IT department at the Schweinfurt Deaconry worked with Matrix42 partner TAP.DE to implement a new service management solution that could cope with growing user demand. Because there is now almost no way around the cloud when it comes to organizational IT, Matrix42’s cloud-based Enterprise Service Management Suite was selected to standardize and automate the Schweinfurt Deaconry’s services and processes.

The Challenge

The Schweinfurt Deaconry was experiencing significant growth before Matrix42 was deployed. Support was being extended to new legal entities, and the number of users had increased sharply. The IT department also grew, but was always lagging behind the growth in resources required to support a larger organization. The documentation of IT assets and licenses was based on Excel and was becoming increasingly unwieldy. At the same time, there was no mature ticket system for user support. “For us, the ticket system was a shared mailbox. When you’re using an inbox as a ticket system, you reach your limits pretty quickly,” says Tobias Schafferhans, Head of IT at the Schweinfurt Deaconry. It was high time to implement a tool that would make IT work easier, increase transparency and simplify research. A “business as usual” approach would only have led to an more errors and confusion. In addition, IT support would no longer have been able to meet increased user requirements in terms of responsibilities and response times. Rapid access to an overview of the device infrastructure was therefore particularly important. In other words:

- Which devices are installed and where are they? How old are they and when do they need to be replaced?
- Which licenses are being used and where? Do we have enough licenses?

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With the support of Matrix42 partner TAP.DE, we selected the cloud-based Matrix42 Enterprise Service Management solution because we realized that this would create savings in terms of hardware and staff. And when it comes to errors and updates, we now have the advantage that someone else simply takes care of it.

Tobias Schafferhans, Head of IT, Schweinfurt Deaconry.

The Solution

The Schweinfurt Deaconry was already successfully using the Matrix42 UEM Empirum software distribution solution as an on-premise installation to set up clients and roll out software. So, Matrix42 had already established itself within the organization to some extent. Based on this positive experience, Matrix42 Enterprise Service Management was selected as a holistic, integrated solution consisting of a service desk, plus license and asset management. Using this together with Matrix42 Client Management UEM Empirum, IT staff can now quickly access the information they need to work effectively. In addition, user support work has been made a whole lot easier.

The Benefits

Right from the start, the focus was on the ticket system. The service desk in particular makes a huge difference, as inquiries and faults are processed and documented more professionally. This means that in the future, asset evaluations can be completed more quickly, which will help the organization continuously optimize its IT operations and service levels. Of course, with around 600 clients and 1,000 users, it takes a certain amount of time to record and maintain master data at the beginning. But once data has been entered into the system properly and maintained, the long-term benefits are significant, including:

- Automatic creation of tickets and notifications through online ticketing and e-mail integration
- Use of the self-service portal for onboarding new employees
- Easier management of all devices, applications and platforms from a single solution
- Reduced pressure on resources through automated (IT) service management processes for all platforms (software distribution, support, administration and maintenance)



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Why Matrix42? The starting point was the ticket system. We had looked at various solutions, including Matrix42 and found that we could do much more with it without having to create multiple interfaces between different systems. Matrix42 has given us a solution that can cover a wide range of requirements in the future,

says Tobias Schafferhans.



Conclusion

In the course of a year, the entire asset management environment will be controlled via Matrix42, including management of the complete asset lifecycle from procurement and exchange, to warranty cases and everything else that goes with it. The ticket system will be expanded by broadening the use of Matrix42's Service Catalog to include user applications, hardware and client procurement. Finally, license management is being set up in such a way that licenses can be properly allocated and limited within the context of the Schewinfurt Deaconry's role as a service provider for other deaconries and non-profit organizations.



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Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and secure the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloudbased workspace environments seamlessly into existing infrastructures.



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The TAP.DE group of companies supports medium-sized companies, corporations and public institutions in the development and optimization of business processes and the sustainable operation of IT work environments. The specialists of TAP.DE develop strategic concepts for the areas Workplace Automation, Endpoint Security, IT Service Management and Compliance. The focus is always on practicality, quickwins and the improvement of internal processes and services.

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