



Efficiency through modernization.

Increasing the value of IT service management in the data center at Raiffeisen Landesbank Kärnten.

The Challenge

In 2014, the Raiffeisen Landesbank Kärnten was using an internally-developed, 20-year-old ticket system. This central tool for complaints management based on Lotus Notes was no longer state-of-the-art and required a technology upgrade. In addition, there was a need to introduce standardized, consistent change management and license management. The Raiffeisen Landesbank Kärnten was looking for a solution that used the latest technology. In 2015, the Raiffeisen data center started the product selection process and ultimately opted for Matrix42, thanks to its convincing combination of technical functionality and cost effectiveness. The bank had already been using Matrix42 UEM Empirum for software distribution successfully since 2007, providing a solid foundation for extending the use of Matrix42 products. Nevertheless, there were a few challenges along the way:

- Power and flexibility of the Matrix42 solution
 - The requirement of competent support and advice from Cubefinity experts.
- Change processes and organizational development
 - Acceptance of the new tool by customers and employees.
 - Evolution of operational processes.

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With the Matrix42 Enterprise Service Management solution, we have reinvented ourselves and modernized. Our users and the IT department can use all the value-added advantages that the platform delivers seamlessly and easily. As a Matrix42 partner, Cubefinity has done an exceptionally good job for us!

Mag. Andrea Posch, Head of Department at the Raiffeisen data center, Raiffeisen Landesbank Kärnten.

The Solution

After the initial configuration within the test system, the Raiffeisen data center carried out detailed analyses of the functions for around a year, and discovered the versatility of the solution. In 2015 managers started developing the migration strategy step by step, starting with simple processes and moving up to more complex ones. This process helped define the following project priorities or sub-projects:

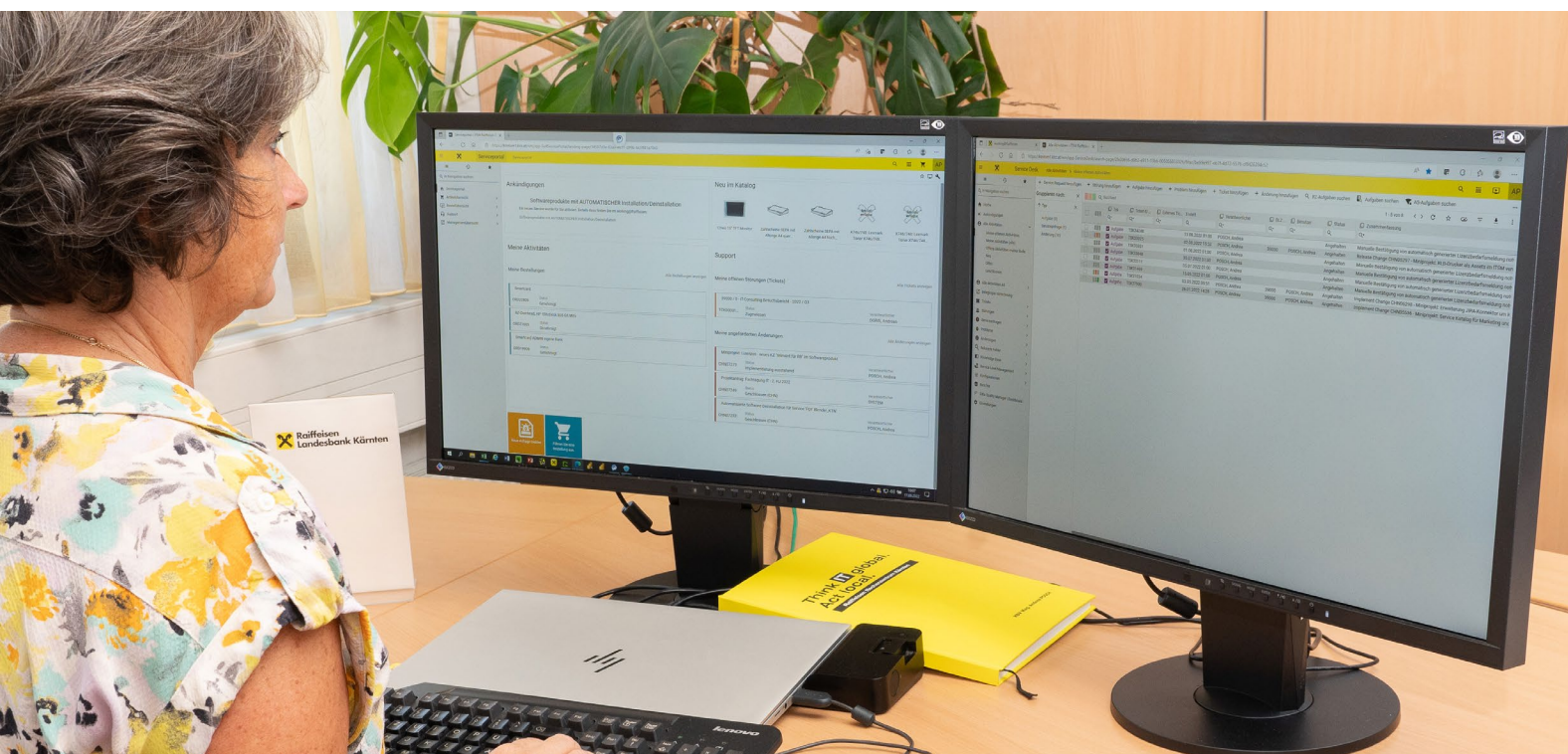
- Replacement of the outdated online shop in the Raiffeisen data center
- Introduction of standardized change management.
- Replacement of RAI-REM (RAiffeisen REklamations-Management) by Matrix42 Service Desk (upcycling ticket system).
- Introduction of standardized license management.

From 2016 to 2021, the team headed by Mag. Andrea Posch gradually replaced the online shop in the Raiffeisen data center and various databases based on Lotus Notes in the “Upcycling IT Service Management” project. This process was designed to get bank employees interested in the solution. A number of users were given access relatively quickly, giving them the chance to get used to the new look and feel of the software. While the original online shop only offered hardware, the new, modern version also allowed internal customers to order software and services. “By adding new products and services to the shop, I was able to convince even more employees to use the tool,” says Mag. Andrea Posch.

In 2018, the Raiffeisen data center introduced contract management for the legal department, as well as asset management (computers, keys, tokens) for the Raiffeisen data center itself. The license management project was brought forward in 2019 due to requirements at the time and was also implemented successfully, together with the Unified User Experience (UUX) in the same year. At the end of 2019, the step-by-step replacement of the ticket system within the test system began. At the end of 2020, the configuration was successfully implemented in the production system. This process also began with small number of users so that the employees at the Raiffeisen Landesbank Kärnten and the Kärntner Raiffeisenbanken could get used to the modern look and feel of the Matrix42 Service Portal and Service Desk. In addition to the basic configuration of global settings, some of the Raiffeisen data center's special functions such as operational risk and escalation management were also implemented, and evaluations and reports such as the Cubefinity Power BI solution were rolled out.

In 2020, the successful upcycling of the management of around 320 self-service devices began, covering the complete life cycle, from installation to maintenance and repair, and final decommissioning. This complex process,

requiring six different teams to get the devices up and running, was uncoordinated until the upcycling project. "Since the process has been managed centrally via the Matrix42 Enterprise Service Management solution and a corresponding workflow has been implemented for it, everything has worked exceptionally well. Everyone has the information they need in a single form. There is clarity about the deadline for all participants and everyone is aware of the dependencies," Mag. Andrea Posch says with satisfaction. Last but not least, the RAI-REM complaints management system, including the "JIRA connector" interface to the software supplier, Raiffeisen Software Gesmbh (RSG), was replaced in 2021 – the original reason for the entire project. Together with Cubefinity, the team around Mag. Andrea Posch continues to develop the IT service management environment. Asset management has also been expanded to include printer management. In addition, the interface is currently being redesigned internally to make it more user-friendly. Software product ordering with automatic installation via Empirum and service mapping is currently at the planning stage.



The Benefits

Thanks to Matrix42 Enterprise Service Management, IT service management has gradually become more and more efficient and transparent. The main objectives of the project have been delivered successfully:

- Full transparency of the services offered for self-service device management: both in relation to standard service level agreements and in terms of assets, costs and required resources
- Ensuring that all services are implemented to a consistently high standard, enabled through workflow optimization that has significantly reduced the pressure on all those involved in the process
- All the necessary information is in one place and visible to everyone involved; the license balance sheet for every software product is available at the touch of a button
- Documentation security for external audits. The centrally documented change management process for external auditors has been improved
- Standardized central approval processes for fast and smooth completion of service orders
- Implementation of the Power BI solution enables business management evaluations in relation to the services offered

The Managers

Mag. Andrea Posch has been in charge of IT support and IT coordination for the Raiffeisen data center at Raiffeisen Landesbank Kärnten since 2000. With 85 employees, the Raiffeisen data center has been the professional IT service provider for the Raiffeisen Landesbank Kärnten, the Kärnten Raiffeisen banks and other companies in the region since 1976. The Raiffeisen data center advises, supports and services around 160 locations in Kärnten with around 1,500 employees, as well as 80 local businesses, 4,400 clients and 1,600 software packages.

Muhamet Gashi is the founder and managing director of software company Cubefinity, headquartered in Bavaria. As a specialist in consulting and implementing Matrix42 and Microsoft Power BI projects, Cubefinity has supported the project under the direction of Mag. Andrea Posch since 2018. The project has involved approx. 650 project days so far.



Conclusion:

With the Matrix42 solution, the Raiffeisen data center at Raiffeisen Landesbank Kärnten has modernized a tried and tested system, while at the same time realizing a great deal of efficiency potential, optimizing a large number of processes and ensuring compliance. In addition, documentation security for external audits has been successfully established. This was made possible by (a) the modular nature of Matrix42's solutions, (b) the ability to flexibly design your own workflows and (c) support from professional consultants.



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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.

Cubefinity

Cubefinity specializes in consulting, implementation, training, and support as well as sales of Matrix42 and Microsoft Power BI solutions for all company sizes. Our consultants support renowned companies from all industries in Germany, Austria and Switzerland. Cubefinity is headquartered in Lower Bavaria.

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