

AXESS AG – Incident Handling up and running in just 6 weeks with iET ITSM

Axess is one of the leading global manufacturers of systems for ticketing and admission management. Its target markets are companies providing applications for public admission to sport and cultural events, leisure activities and public transport. Axess systems are developed using state-of-the-art technologies.

Axess provides its customers from over 40 countries with technical support, which includes first-level support available locally and second-level support given from the company's head office in Salzburg, Austria. Axess deploys iET ITSM for managing technical problems, which was installed by Austrian integration partner Softpoint IT-Solutions.

The Axess client base includes ski and spa resorts, theme parks, zoos, stadiums and conference centres. Well-known companies use its ticketing and admission management solutions. These include the ski resorts at Arlberg and St Moritz, the Red Bull Arena in Salzburg, the Signal Iduna Park in Dortmund, the Munich and Leipzig conference centres and the zoos in Salzburg and Leipzig.

In the event of a fault, POS and admission systems need to be restored as quickly as possible. This is why Axess offers its customers first-level support from its offices and through its partners locally. Second-level support is provided to all customers and partners from the company's head office in Salzburg.

Peak season for technical support

The peak season for tourist centres is the peak season for support. iET ITSM was implemented to increase the automated handling of incidents and ensure transparency.

The process took approximately 6 weeks, from the time the order was placed in mid-December 2011 until the system went live in January 2012.

"Softpoint IT-Solutions did an excellent job and implemented iET ITSM in next to no time," remarks Harald Doblhofer, Head of Helpdesk/Support at Axess AG.

In order to be able to provide every customer with support in their own language, a complex email concept has been created ensuring that the right language is used and the correct sender is contacted when routing emails from the customer to first-level support or from first-level to second-level support, and that the same return route is taken.

Moreover, each customer is assigned to a relevant support office. The system is configured for which email addresses and signatures should be used and which group the incoming incident should be assigned to for handling. No matter which address the customer uses, the incident is always assigned to the office that is responsible for it.

Softpoint IT-Solutions also expanded the email handling system. This now contains an address book and a list of all the attachments already available for an incident.

If necessary, they can be attached quickly and simply to the new email message.

Email handling at Axess

AXESS BENEFITS

- ▶ Transparency thanks to comprehensive documentation
- ▶ Assurance that services used are charged for
- ▶ Well-structured work processes
- ▶ Quick recording of incidents

SOLUTION AT A GLANCE

- ▶ Went live after just 6 weeks
- ▶ Incident Management
- ▶ Two-step authorization concept in self-service
- ▶ Integration of PSIPenta*
- ▶ Integration of telephone system (CTI)
- ▶ Deployed at all Axess sites worldwide

The screenshot displays the iET ITSM interface for handling an email incident. Key elements include:

- Sender:** Axess AG Support (Austria), support.austria@teamaxess.com
- Subject:** Axess AG (Inquiry #2134#) - WG: Falsche Anzeige im Report
- Message Content:** Includes the Axess AG logo and contact information for St. Leonharder Str. 2 in Salzburg, Austria.
- Transfer groups:** A table with columns for 'Transfer group' and 'is owner group?'. The groups listed are:

Transfer group	is owner group?
1 ITSM-HELPDESK	<input checked="" type="checkbox"/>
2 ITSM-2ND-LEVEL	<input type="checkbox"/>
3 ITSM-AGGMT	<input type="checkbox"/>
4	<input type="checkbox"/>
- Attachments (Incident):** A list of files with columns for 'Filename' and 'Date'.

Filename	Date
18.06.2012_14_30_Mail.eml	6/18/2012 2:32 PM
18.06.2012_14_22_Mail.eml	6/18/2012 2:22 PM
01.06.2012_09_35_cct.jpg	6/1/2012 9:56 AM
01.06.2012_09_35_Mail.eml	6/1/2012 9:56 AM
31.05.2012_17_00_Mail.eml	5/31/2012 5:00 PM
06.06.2012_15_47_Mail.eml	6/6/2012 3:47 PM

Integrating the telephone system (CTI) also makes the Salzburg support team's job easier as customers can be called directly from iET ITSM and their data can be automatically displayed on screen during the call.

Self-service: two-step authorization concept

Self-service is used by both Axess' project managers and its customers. During the start-up phase of a project, Axess' project managers input the incidents and service requests for their customers. When the system is up and running the customers can also do the same themselves.

This is why a two-step access concept was implemented, whereby the project manager is set up as the "Requestor" and the customer as the "User". Users only have access to their own support cases, whereas requestors can view the queries from all their customers as well as all the incidents and services requests which have been assigned to them.

Billing: integration with PSIpenta*

Axess manages customer and project data and maintenance contracts using exclusively PSIpenta*. However, support contacts can also be registered in iET ITSM. The process for charging for the services provided is created in PSIpenta*, but the information required to do so comes from iET ITSM. Thanks to a bidirectional interface, the data is transferred from one system to the other so that it is available where it is needed.

Problem, knowledge, service level and configuration management

A further four processes are implemented in addition to incident management and self-service. The knowledge management process has already been implemented and populates the knowledge management database with content.

An interface with the project management tool JIRA* has been created to support problem management.

Axess plans all customer projects and product development in JIRA*. Problems are automatically exported via the interface from iET ITSM to JIRA*, and are available for project planning and product development.

In service level management customers and their maintenance contracts are already stored. In order to be able to use the complete functionality, interfaces with PSIpenta* have been expanded as the detailed service level agreements (SLAs) are managed there and then exported to iET ITSM. In iET ITSM the SLAs coming from PSIpenta* have been supplemented with information about priority and escalation mechanisms.

All the products that Axess provides support for are managed in the configuration management database. The database has all the components for its customers' POS and admission systems and their dependencies stored in it. The team is currently working on defining configuration items (CI), i.e. what a CI is, what an attribute is, what a system CI is, etc.

"We've been working for a good six months with iET ITSM and have only received positive feedback about the new system from both customers and our staff," says Harald Doblhofer, Head of Helpdesk/Support at AXESS AG with satisfaction.

About Axess

AXESS specializes in developing secure and customized solutions in ticketing and admission management.

Its target markets are companies providing applications for public admission to sport and cultural events, leisure activities and public transport. With production, distribution and support facilities available worldwide, the AXESS Group has all the vital knowledge and resources to implement future-proof system solutions. AXESS products are used in more than 40 countries worldwide.

www.teamaxess.com

ABOUT SOFTPOINT IT-SOLUTIONS

Softpoint is an Austrian solution partner of leading software companies in the field of (IT) service management and infrastructure. For our team of 30 specialists partnership and competent support are an integral part of our company culture.

Since 1999 we offer professional consulting for the implementation of ITIL® processes and IT Service automation tools in Austria and neighbouring countries. Our ITSM automation platforms facilitate IT service processes as well as non-IT processes in an easy to configure application. Subsequently the platforms can be put into operation in less time and most cost effective.

High efficiency and a short implementation phase result in a quick and sustainable project success.

www.softpoint.at

ABOUT IET SOLUTIONS

Building on more than 20 years of industry expertise, iET Solutions, a division of UNICOM® Global, is recognized as a leading global provider of IT Service Management (ITSM) and Software Asset Management (SAM) solutions for mid-size and large enterprises. Over 51,000 users in 26 countries partner with iET Solutions to drive the success of their IT operations and infrastructure.

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