



Case Study SCHERDEL Group



SCHERDEL

Satisfied Users and Faster Support Thanks to Holistic Workspace Management:

The SCHERDEL Group Benefits from the Matrix42 Service Desk and Service Catalog Modules

The desire to improve the processing of support requests led IT managers to work intensively on software solutions for the ticket system. As part of their extensive research, the SCHERDEL Group assessed the Matrix42 solution. They identified the advantage of this solution to be the high degree of automation and integration.



SCHERDEL Gruppe

The SCHERDEL Group is a fast-growing family business with 29 locations around the world. Its portfolio ranges from metal forming, assembly and joining technology, and machine and tool construction, right through to surface treatment and research and development services. The company has approximately 4,550 employees and generated a turnover of more than €600 million in 2014. The group's IT and administrative departments support the Integral-Scherdel Consulting core business activities.

The SCHERDEL Group is an international company that has earned its market position thanks to its pioneering concepts and products. That is why the IT department also aimed to develop a model concept for support requests. Karsten Schoenberg, Service Desk Team Leader at Integral-Scherdel Consulting, his manager Alexander Raab, and his colleague Marc Fuhrmann, decided to look for professional ticketing software. They found out about the Matrix42 Service Desk and the Matrix42 portfolio's holistic concept through TAP.DE, a successful IT consulting company. "Although the solution didn't completely fulfill our requirements profile, we were impressed at its integration into the Matrix42 Service Desk and Client Management modules," says Schoenberg, recalling how the holistic approach won him over right from the start.

Together with TAP.DE, a concept for the service desk structure was developed to resolve both international and local problems. It was important for Schoenberg that 80 percent of all pending tasks could be directly solved by the service desk. "All of our service desk employees have extremely broad IT knowledge and a specialist area that they know in great detail. This made it important to create a structure that these experts could always access quickly to help resolve problems," says the IT specialist.



The challenge

Integral-Scherdel Consulting wanted to optimise IT support across the company and introduce a modern ticket system for this purpose. The aim was to reduce the processing time for support requests, improve quality, and reduce the number of user calls to the IT department.

Think global – act local

The company launched a pilot project after the concept was created for both the headquarters and subsidiaries. It quickly became clear that the centralisation of support requests and electronic ticketing were particularly successful. Schoenberg explains: "A quick employee survey demonstrated how much everyone appreciated the better IT availability, faster ticket processing, and the IT department's expertise and friendliness." Another major advantage was that during development the team only focused on centralising topics that could actually be resolved at the headquarters, leaving everything else to be handled on-site. 'This allows us to guarantee optimal support around the world regardless of the time zone, region, or any other requirements,' adds Schoenberg.



Solution

IT managers from Integral-Scherdel Consulting found out about the Matrix42 Service Desk at a consulting event hosted by TAP.DE. The ticketing system did not completely fulfill all requirements but Integral-Scherdel Consulting was impressed by the benefits of the software solution's holistic approach. The company saw attractive opportunities in the combination of the Service Desk and Self Service Portal modules, which subsequently allow users to participate more and take on more responsibility.



"The whole combination of software distribution, ticket system, service desk, and self-service portal won us over. We're happy that we chose Matrix42 because the solutions have sustainably optimised our IT."

Karsten Schoenberg
Service Desk Team Leader
Integral-Scherdel Consulting GmbH



Service Desk expanded with Self-Service Portal module

Approximately ten months after this project was successfully implemented, the SCHERDEL Group added to its range of Matrix42 products and introduced the Matrix42 Service Catalog and Client Management solutions. Users benefited from further improvements as administrators: This was the first time they were able to arrange their workspace and the required applications independently. Just like a classic online shop, users were now able to select IT hardware, software, and services from a SCHERDEL catalogue. "An employee can still just as easily call up IT when they need something. But we're delighted to see employees making increased use of the options in the Self-Service Portal," says the Service Desk Team Leader. This change relieves the burden on administrators, who also benefit from the use of the Matrix42 Client Management solution. Updates, migrations, and other administrative tasks are now carried out with the highest possible degree of automation. Packaging is also simple thanks to the Matrix42 Package Cloud. A comprehensive overview of how all of the areas are connected has paid off.

Compliance conformity in the future

The SCHERDEL Group is consulting with the TAP.DE experts about plans to introduce the Matrix42 compliance solution. The objective is to better manage existing licenses. If employees return software because they no longer need it, it can be given to other colleagues via the Self-Service Portal. Matrix42 Compliance therefore ensures optimal use of existing licenses, making over- and under-licensing a thing of the past. There are big plans in store at the SCHERDEL Group. Although the company's IT is future-proof and often classified as exemplary by other companies, Schoenberg and his colleagues still see potential. For example, they would like to further increase the Service Desk's degree of automation and increase use of the Self-Service Portal. Furthermore, they are considering Mobile Device Management and are currently creating a requirements profile.

"A user survey confirmed that we were able to sustainably improve service quality by introducing the Matrix42 Service Desk. To use a school grade analogy, we were at a D- but brought it up to a B+ thanks to the Matrix42 solution."

Karsten Schoenberg
Service Desk Team Leader
Integral-Scherdel Consulting GmbH

Conclusion

The SCHERDEL Group, a globally active company, benefits in many ways from using Matrix42 solutions. The processing of support tasks is easier and more efficient. Users are satisfied with how well their problems are resolved and benefit from being able to organise their IT provisioning independently within the service portal. Administrators also profit from the simple integration of the Matrix42 solutions as this relieves their workload, allowing them to focus on other strategic tasks. The compliance software ensures that the company makes optimum use of its licenses and the Client Management solution reduces the amount of time required for administrative tasks. Furthermore, the SCHERDEL Group knows that it can rely on two competent partners in TAP.DE and Matrix42. Together they will be able to develop and implement concepts that are both innovative and sustainable in the future.

"We are very pleased with the products, the consulting, and the collaboration as partners. Introducing the Service Desk module has helped us progress so much, and the Self-Service Portal module is becoming more and more popular. I'm sure that this will also be the case with Matrix42 Compliance, which we are currently in the process of introducing," summarises Karsten Schoenberg.



Matrix42 AG partner



The TAP.DE Group aims to find solutions for all processes and requirements at the user's IT workplace, sustainably generate added value for the customer and increase user efficiency and productivity.

Compliance requirements, increased user demands and cost pressure mean that now more than ever before, companies and public institutions are faced with the challenge of optimising IT processes, creating transparency and avoiding breakdowns in communication. IT consultants at TAP.DE work by the adage that 'there is always a simple solution, you just need to find it' to create and implement individual solution concepts that seamlessly integrate with customer business processes.

The mission of the company is to specialise and focus on solutions and processes on all aspects of

IT workplaces and users. By specialising in this way, TAP.DE is an expert consultant, systems integrator and service provider for workplace infrastructure, endpoint security, IT service and finance management, process consulting and business analytics.

TAP.DE is headquartered in Straubing, Germany, and has subsidiaries in Germany and Austria. Well-known companies such as Magna, Puma, Software AG, Georg Fischer, the University of Vienna, the German Air Rescue and Karlsruhe District Office, among many others, obtain consulting services from TAP.DE.

In addition to Matrix42, TAP is also a partner of renowned software manufacturers such as Citrix, Microsoft, HEAT/Lumension and EgoSecure. For further information, visit www.tap.de

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