

Case Study of a European Automobile giant

Challenge: Customer (Revenue ~7 Billion EUR, 39k employees & Headquartered at Germany) wanted to migrate from old Helpdesk tool to modern and user friendly ITSM solution rich with features

Task: To migrate to new ITSM solution retaining the existing features while keeping costs minimal

Action:

- ✓ eStomi conducted gap analysis and identified the existing features to be identified to new system
- ✓ A complete new ITSM system was designed and architected based on the new features and workflows as per business requirements
- ✓ The new ITSM system was integrated with Valuation, LANDesk and ServiceNow
- ✓ New languages were included for different nationals to use the system across the world
- ✓ Customized reports were developed for senior leadership for planning, budgeting and training purposes

Result:

- ✓ Reduced license and support costs by 690K USD year on year
- ✓ Several configurable settings are used to help save the efforts for customizations
- ✓ The system was extended to be used by other several departments saving additional costs on licenses