



APA-IT

Replaces OMNITRACKER with ITRP to work more seamlessly together with its customers

Industry

- IT Outsourcing

Geography

- Austria, Germany and Switzerland

Challenges

- Customer support interface primarily dependent on email, despite well-defined and detailed support processes
- Unable to collect accurate support performance data for SLA reporting
- Obtaining formal approval from key customer contacts was time consuming
- Customer data may not be stored outside Austria

Solution

- ITRP Self Service provides customers online access to APA-IT's support organization
- Customer contacts registered in ITRP to facilitate the collection of digital approvals
- Customers that interface constantly with APA-IT can get their own secured ITRP environment that allows them to work together seamlessly with API-IT specialists on incidents and changes without the need for an integration
- All customer SLAs have been registered in ITRP, ensuring real-time tracking and reporting of support performance
- ITRP hosted on-premise to ensure customer data remains in Austria

"The extra features that ITRP offers out of the box help customers work together more effectively with their external service providers. This is now one of APA-IT's competitive advantages."



Thomas Fruhstick
Head of Strategy and
Operation
APA-IT

Leader in Media Solutions

APA-IT is Austria's leading supplier of outsourced media solutions. As a full-service provider, APA-IT runs everything from corporate web sites and content management systems, to online newspapers and live video streaming.

As a specialist in the media world, APA-IT on average logs more than 1.2 billion page impressions per month in its data centers. APA-IT hosts the web sites of Austria's leading media enterprises. Its data centers are therefore equipped to handle the extreme traffic volumes that occur, for example, during elections and major sporting events.



The Need for a Modern Approach

The primary tool that the specialists at APA-IT were using to manage the support for the services was OMNITRACKER. Increasingly, however, it became clear that a different approach was needed; one that places more emphasis on collaboration with customers and performance tracking.

"We recognize that customers expect more transparency from their service providers," explains Thomas Fruhstick, Head of Strategy and Operation at APA-IT. "They also want their service providers to act as an integral part of their support organization. With ITRP we are now able to offer our customers a whole new experience."

The Self Service environment that APA-IT configured in ITRP for its customers was the first step. It allows them to request standard services and submit incidents. The necessary forms are now dynamically incorporated in the different types of requests, which make them easier to fill out.

This also ensures that the specialists who work on these requests do not need to leave the application to access these forms. And – if required – approvals or confirmations from the customer are now handled online in ITRP Self Service.

Some customers want to work even more closely together with APA-IT. For them, APA-IT sets up their own secure ITRP environment. This allows these organizations to simply pass requests from their end-users to APA-IT when assistance is needed. Having their own ITRP environment also gives them access to the real-time reports for the SLAs they obtain from APA-IT.

"Defining the service catalog and registering all SLAs is not a luxury for a managed service provider. It touches its core business and must be done right. ITRP is the only ITSM solution in which both shared and dedicated services can be managed without any customization."



Georg Leitner-Fidler
Senior ITSM Consultant
techwork

About APA-IT

Founded in 2002 as a subsidiary of the Austria Press Agency, APA-IT offers full-service information technology outsourcing solutions for media companies.

As a specialized managed service provider, APA-IT is responsible for the IT solutions of numerous media businesses in Austria, Germany and Switzerland. More information about APA-IT on www.apa-it.at.

About ITRP Institute

The ITRP Institute, Inc. is the provider of the IT Resource Planning (ITRP) service.

ITRP is a cloud-based IT service management application service for organizations with mature process requirements and a sincere desire to improve their productivity.

The sole objective of the ITRP Institute is to provide an IT service management service that is fast, intuitive and reliable, and which provides IT managers with the information they need to continuously optimize the allocation of IT resources to the areas where they contribute most to the business.

Founded in 2010, the ITRP Institute is headquartered in Palo Alto, California. For more information visit www.itrp.com.

Implementation

APA-IT contracted techwork to assist with the process of migration, because techwork had already successfully completed a few ITRP implementations for other organizations in Austria. The goal was to complete the migration before the end of 2014. Since APA-IT and techwork were both still busy with other projects that demanded a lot of attention, techwork decided to spread the work out over a number of months.

In April 2014, the implementation officially started with the on-premise installation of the ITRP software. The single sign-on and email interfaces were activated at the same time. The next step was the population of the database.

During this phase of the project, techwork primarily focused on the development of the interfaces for the export and import of data required for the registration of the service catalog, service hierarchy, customers, SLAs and configuration items. Close collaboration between APA-IT and techwork resulted in an optimized data structure and improved data relevance. This, allowed the specialists to immediately feel comfortable working in ITRP.

After the data population activities were completed, the focus shifted to data maintenance. The necessary procedures were updated by techwork to describe which activities have to be performed in ITRP when new customers obtain subscriptions to services, when new service instances are configured for existing customers, etc. These procedures were subsequently registered in ITRP as standard changes. The workflows of these changes ensure that no steps are forgotten. They provide the basis for continuous process improvement and automated provisioning.

Scope

The scope of the migration covered the following ITIL processes:

- Request Fulfilment
- Incident Management
- Problem Management
- Change Management
- Service Level Management
- Configuration Management

Training

ITRP's online Specialist Training module and training sessions provided by techwork were used to get APA-IT's project team comfortable with the new ITSM tool. One hour in-house training sessions were then provided for all APA-IT specialists prior to go live.

Go Live

ITRP was taken into production on Monday December 08, 2014. That day, APA-IT customers started to use ITRP's Self Service support portal for the first time, and over 110 APA-IT specialists started to use the ITRP Inbox to manage their work. Since that day, the SLA reports are being generated to provide APA-IT the data it needs to ensure that its support resources are correctly allocated and the needs of its customers are being met.

"Our customers are now able to track the progress of the incidents and change requests that we handle for them," says Thomas Fruhstuck. "Add to that the fact that we are now able to share accurate service level management statistics with them. One can see how this has increased the level of confidence they place in our ability to run their services."