

## MED-EL

HEADLINE SUCCESS



**TEAM  
MORALE**

IT departmental satisfaction is at an all-time high



**1<sup>st</sup>  
TOUCH**

Faster first-touch resolution and reduced lead time



*"4me should be on everyone's shortlist. The license model, functionality and performance are strong arguments for selecting 4me. Setup was so simple that we are now moving all internal departments to 4me ESM."*

Tobias Kilga  
Head of IT at MED-EL

## MED-EL chose 4me to improve the speed and quality of its IT service

The implementation was so successful that the firm is expanding 4me across the business.

Based in Innsbruck Austria and with offices in 30 countries, MED-EL is a global leader in hearing loss solutions with a research and development history going back 40 years.

### Looking for a fast and modern ITSM solution

MED-EL wanted to improve the speed and quality of its IT service. It needed a fast, modern and mobile ITSM solution that was able to be accessed from anywhere at any time. Head of IT Tobias Kilga and his team looked at a number of different tools before narrowing down the search to ServiceNow, iVanti, SMAX, Valuation (USU) and 4me.

4me's Service Integration and Management (SIAM) and Tracking capabilities, and the large number of third-party support partners, led to it being the final choice to support MED-EL's on-the-ground team in 120 countries. Tobias says: "It was the only elegant solution we saw."

Although price was not an initial consideration in the tool selection, Tobias says:

*"The way in which 4me charges for use of the application is fantastic. It enables agility and we pay only for what we use. The value for money is unbeatable."*

### Industry

- Medical Products

### Location

- Headquarters in Innsbruck, Austria with employees in 120 countries and IT team members in 7 countries.

### Challenges

- Need for a fast, modern and agile ITSM solution that would work in whichever of the 120 countries the IT team members were working at the time.

### Solution

- Comprehensive and easy to understand out-of-the-box reporting
- Setup and use has been so straightforward that it is being implemented across all internal departments
- Significant reduction in lead time and an increase in first-touch resolution.

## Scope

- Incident Management
- Request Management
- Change Management

Followed by:

- Knowledge Management
- Problem Management

## Integrations

- Active Directory
- SSO
- Inventory System (CI/CMDB)
- Monitoring

## Implementation

The implementation took 90 days from contract signing to go live. It was managed by 4me partner techwork. Tobias says: "They took care of everything in a professional and timely manner. We never hit a wall and got everything we needed. All project goals were met by either techwork or 4me."

In fact, this implementation was so successful that MED-EL is now expanding the use of 4me.

Tobias explains:

*"ITSM setup was so fast and simple that we are now moving to Enterprise Service Management. All internal departments providing services will soon be on 4me."*

## Training

All IT team members completed the thorough 4me online training, with some instructor-led training completed remotely.

## Go Live

Since 4me went live, the IT team has enjoyed many of its features, but Tobias says that what he really likes is, "as banal as it sounds, the comprehensive out-of-the-box reports". "It is great fun to work with them. They are easy to understand and offered much more than I had expected." The IT team also likes the service-centric way that 4me is structured.

## Results

Since go live, MED-EL has seen a significant reduction in lead time and an increase in first-touch resolution. The response from users has been very positive and, Tobias says, IT departmental satisfaction is at an all-time high.

If other businesses are looking for a new service management solution, Tobias recommends that they find a tool that fits their company.

He says:

*"Know what you want and understand what the tool can provide. We needed a partner who could meet us where we were, at eye level, and help us to get where we needed to. 4me should be on everyone's shortlist. The license model, functionality and performance are strong arguments for selecting 4me."*