



-70°C

SUCCESS STORY



HEADLINE SUCCESS



BETTER COLLABORATION



SMOOTHER WORKFLOWS



NO UNWANTED SURPRISES



"It is normal to run into technical difficulties during the implementation of new software or services. Despite the best planning, the unexpected will present itself. The deployment of 4me was the first project completely devoid of such unwanted surprises, though. No special announcements or preparations were made in advance of the project. It just ran, and without a hitch."

Thomas Grosser
Head of IT Services va-Q-tec

va-Q-tec IT chose 4me to be the best service organization they could be

The noticeable transparency and added functionalities of the new ITSM solution have already prompted other departments to request to work with 4me as well.

va-Q-tec is a leading provider of highly efficient tech products and solutions in the field of thermal insulation and temperature-controlled logistics. The company develops innovative, thin vacuum insulation panels, phase change materials, and passive thermal packaging solutions.

Within its rental services business, the company has built a global partner network to provide for an extensive fleet of containers and boxes fulfilling highly demanding thermal protection standards in temperature-sensitive supply chains. The strongly growing Company was founded in 2001 and has its headquarters in Würzburg, Germany.

Taking Next-Level Service Management to the Cloud

For va-Q-tec, it was time to move on to a purpose-built IT service management solution. So far, they had been using an open-source solution called OS Ticket, a basic ticket system. The main requirements for the new system were better support for collaboration and built-in SLA monitoring and reporting. Overall, they required more transparency in their services.

Industry

- High-tech insulation

Location

- Germany

Challenges

- Collaboration over two locations

Solution

- ITSM with a connection to Azure Active Directory

From an initial long-list, they selected Cherwell, Axios, Ivanti, Micro Focus/SMAX, Matrix42, Jira HD, Kyberna, ManageEngine, Serviceware SE, and 4me. In every aspect that counted, 4me was the obvious choice for va-Q-tec.

Implementation

For the implementation, va-Q-tec IT staff worked exclusively with Expertize, the 4me partner. Both the partner and software proved very easy to work with, especially during the implementation phase, when they commenced using 4me for internal communications. The total implementation time, including consultation and integration with Azure AD, took only four and a half months.

Training

Only online training was required for va-Q-tec's end users, including the IT team. According to Thomas Grosser, all of them were pleasantly surprised by the intuitiveness of the system. The specialists learned to work with 4me during several small workshops and on the job training.

Scope

- Request Fulfillment
- Incident Management
- Service Level Management
- Change Management

Configuration Management, Asset Management and Release Management are to be implemented in later phases of the project.

Go Live

After going live, the team at va-Q-tec were greatly impressed with the Service Console. They love the service catalog overview and how well thought out it is. As a small example: 4me had a standard icon available for every single service we provide. To them, this shows clearly how well 4me knows service management. Thomas Grosser: "The transparency the tool provides is fantastic and being able to provide our end-users with an overview of the specific services available to them in one place is great!"

Results

Since they started working with 4me, the end-users at va-Q-tec noticed a jump in work-efficiency. Communications have been greatly simplified and the typical back-and-forth shooting of tickets has now been replaced by a much smoother workflow. The use of templates further reduced the number of steps and time-to-resolve, adding up to a one-third reduction in lead times. Thomas grosser wholeheartedly recommends 4me to any other firm looking for a new service management solution:

"We knew we could do better and faster. We just needed the right tool to support this. For us, 4me definitely is that tool. We only have had positive experiences with it. We were never disappointed, but constantly pleasantly surprised. The value for money is outstanding."

