



success story:



“REALTECH’s professional consulting services with their pragmatic solutions and rapid implementation with theGuard! Service Management Center have allowed us to process requests even faster in accordance with ITIL. This has resulted in significantly increased user satisfaction.”

Jean Pierre Müller,
IT Infrastructure Manager at Sparkasse Singen-Radolfzell

When it comes to IT service management ...

The IT service processes at Sparkasse Singen-Radolfzell have become even faster and more effective thanks to the introduction of theGuard! Service Management Center. Sparkasse Singen-Radolfzell is a long-term theGuard! NetworkManager customer and its IT managers didn’t have to think twice before opting to implement REALTECH’s Service Management Center solution. The solution is seamlessly integrated into theGuard! NetworkManager and meets all requirements outlined by Sparkasse Singen-Radolfzell.

Central management of IT infrastructures

In 2006, Sparkasse Singen-Radolfzell was faced with the decision whether to outsource its IT operation to the central data center for the savings banks in Germany as part of an effort to migrate to Windows 2003 Active Directory or to continue to maintain its own infrastructure.

Various reasons prompted the savings bank to maintain its own infrastructure. There were a number of requirements determined by the bank’s own IT Security Forum that had to be taken into account in connection with the planning of the migration to Windows 2003 Active Directory.

The resulting incident, problem, and change management requirements were to be implemented using REALTECH’s theGuard! Service Management Center.



Rapid implementation

Because of scarce staff resources, Sparkasse Singen-Radolfzell had to develop a project plan that involved a very limited time frame for migrating the IT systems.

As a result of the close coordination between the REALTECH product consultants and the staff at Sparkasse Singen-Radolfzell, it was possible to implement theGuard! Service Management Center while the IT systems were being migrated. The implementation was completed within three months requiring a project effort of only 20 man-days. This was done to ensure that the customer would be able to fully benefit from the advantages of theGuard! Service Management Center as soon as the system migration was completed.

New processes were jointly designed, configured and implemented by the Sparkasse Singen-Radolfzell and REALTECH during various workshops.

During the implementation process, the components of theGuard! Service Management Center impressed the customer with their flexibility to map the bank's processes

in a way that guarantees optimum process quality and high levels of acceptance among users at Sparkasse Singen-Radolfzell.

Single Point of Contact

Today, theGuard! Service Management Center is the single point of contact for all service requests at Sparkasse Singen-Radolfzell. theGuard! NetworkManager and theGuard! ServiceDesk constitute the main components of the solution and satisfy all requirements regarding incident, problem, change, and configuration management processes.

Customer benefits

The IT service processes at Sparkasse Singen-Radolfzell are now transparent and consistent and comply with ITIL guidelines.

The results and the status of an error message can now be traced at any time just as fast response and processing times are guaranteed at any time. Both these factors translate into higher levels of customer satisfaction.

A central overview of the IT configuration of the entire Sparkasse Singen-Radolfzell as well as the integration with the bank's network management drastically reduce planning and configuration efforts and take considerable pressure off of the IT staff.

The employees at Sparkasse Singen-Radolfzell are very pleased with the new system. The ITIL processes were brought to life and can be optimally realized thanks to the integration of other system management components of theGuard! software products.



Sparkasse Singen-Radolfzell is a savings bank headquartered in Singen, Germany and a major financial service provider in the region. The bank has a network of 24 offices with approximately 500 employees and a balance sheet total of about 2.3 billion euros as at December 31, 2006. Sparkasse Singen-Radolfzell focuses on extending credit to small and medium-sized customers.

Images Sparkasse Singen-Radolfzell