

Service *Support*

“*everything* HelpDesk® gives us the ability to choose different statuses of the ticket which allows us and the user to see what is going on right at the moment.”

- Michael Carrell, Inform GMBH

The Problem

Inform GMBH has been experiencing constant growth for years. Recently, management saw that it would no longer be able to rely on emails for request resolution and ticket tracking. Inform’s system of using email was inefficient and lacked adequate communication. Peter Wachs of Inform stated “We never knew who was working on what issue and that was a growing problem”. Inform needed a solution that would track issues, track the solutions to the issues and give management the infor-

mation it needed to make correct business decisions through constant real-time communication. Inform also needed a solution that would integrate with its current infrastructure, helping it to leverage its current investments.

Inform GMBH supports all types of IT related issues from simple password reset requests to third-level support. For this reason, Inform needed a solution that it could customize to its needs and would increase communication between the technicians and the end-users.



***PROVIDING THE SOLUTIONS TO INCREASE END-USER
SATISFACTION AND OVERALL EFFICIENCY***

Inform GMBH

Inform GMBH is a software development company located in Germany which specialises in IT systems for the optimised planning and control of business processes. Inform focuses on very different fields of use for decision-intelligent software with its five business divisions: Materials Management, Logistics, Airport, Production, Risk & Fraud. It currently employs over 400 people with healthy growth numbers every year.

The Solution:

With the implementation of GroupLink's® *everything* HelpDesk, Inform has seen its communication greatly increase. End users know what is happening with their tickets and they receive instant feedback about the status of that ticket. *everything* HelpDesk gives Inform the ability to create statuses for each ticket, showing end users their issue is being resolved and what the resolution is. William Carrell of Inform stated, "*everything* HelpDesk gives us the ability to choose different statuses of the ticket which allows us and the user to see what is going on right at the moment." This increased communication has helped enhance end-user satisfaction.

Inform greatly values *eHD*'s GroupWise integration. Each end user can create a ticket simply by sending an email to the help desk. *everything* HelpDesk automatically takes that email and creates a help desk ticket. Thus, end users actually use the help desk and technicians and managers can track issues, and see where and when they are happening.

Inform GMBH currently uses ZENworks 7. *everything* HelpDesk takes the information from ZENworks and places it on the ticket. This has given Inform a quick view of what assets the end users is currently using. Techni-

cians and management can see what assets are having issues and make correct business decisions based on that information.

Internationalisation and localisation are components of *eHD* that are essential to Inform GMBH. Inform employs people who speak German, French, English, Spanish, and other languages. *everything* HelpDesk can be viewed in all of these languages and more. This functionality gives the end users the ability to view tickets in their language and see that their issue is being resolved. This has greatly increased end user satisfaction.

Conclusion:

Inform GMBH has had great success with *everything* HelpDesk and looks forward to using this solution as the company grows. With the increased communication, key integration and essential information that *eHD* provides, Inform's IT department is well on its way to becoming a much more effective and proficient organisation.



Company Name:
Inform GMBH

Industry:
Software

Business Benefits:
High Adoption Rate
Ease of Use
GroupWise Integration
ZENworks Integration
Powerful Reporting
Cost Efficient
Localisation and
Internationalisation

Quick Stats:
Located in Germany
400+ Employees
6 Technicians

"With *everything* HelpDesk communication has greatly improved between the technician and the end user. Everyone can see what is happening with their issue"

-Peter Wachs,
IT Administrator