

## **i||NORIS® - IMS** Incident-Management-System

### CASE STUDY

„Siemens AG Healthcare has chosen Incident Management System from NORIS-IB® as the core tool for its SAP Helpdesk“

Siemens AG Healthcare Sector stands for innovative products and complete solutions, services and consulting in the health care system. Siemens AG Healthcare thus provides its customers with a unique and comprehensive portfolio of medical solutions which covers on a one-stop basis the entire value added chain of medical imaging, laboratory diagnostics systems and clinical IT.

NORIS-IB® is a medium-sized software company which is based in Nuremberg and which has, among other activities, specialised in solutions for the increasing of efficiency in business processes in logistics, the supply chain, production, quality assurance and service.

### Starting position

Siemens AG Healthcare operates worldwide several large, internal SAP applications. The following case study is concerned with the largest application which is used by approx. 15,000 end-users in the Business Units and central departments and which supports, as the leading ERP system, such areas as Materials Management, Finance, Personnel Administration, Service and many other processes.

Many calls are locally processed and, where necessary, solved in den Business Units by second-level support through a few dozen super-users. If this second-level support could not help, the calls were transferred by telephone or e-mail to a central SAP Support department in Erlangen.

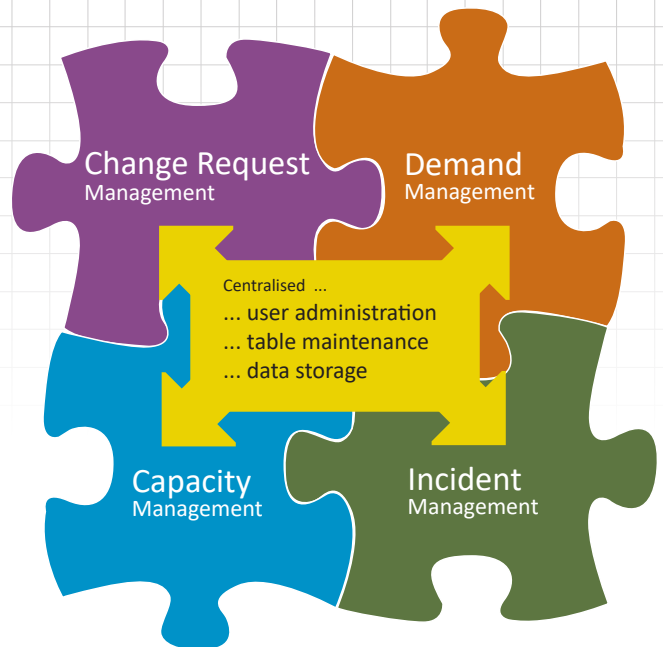
This led to disruptions and unplanned added burden on the support staff, as the experts there were also at times occupied with work in the change and demand management areas and with projects.

## Improvement measures

This weakness has been recognised. The entire central SAP Support area has been re-structured and organised on a process and service-related basis in the style of the best practice standards of „IT Service Management“ in accordance with ITIL, the worldwide de-facto standard in the area of IT service management (see diagram).

The part „Incident Management“ is the new helpdesk and is now organizationally separated from the project issues but is linked to them via defined interfaces.

Those staff responsible for service management are able to confirm that the new Incident Management section does not act as a call centre but should be regarded as an intelligent helpdesk with a high „First Time Fix Rate“ (FTFR) where assistance is provided to customers by around 15 SAP experts within defined service times and in real time.



The internet-based i|NORIS®-IMS is used as a core tool which gives the service provider, and also the customer, decisive advantages in process-oriented service workflow.

Fault messages can be entered around the clock and independently of business hours using an internet portal. Depending on the availability of service, incoming calls are gathered centrally for further processing and staff can be immediately informed or requested to take action on an automatic basis via mobile solutions, no matter where they are located. In addition to the direct logging on the internet by the customer, incoming telephone calls can also be registered by helpdesk staff. Pre-defined digital forms ensure that information is fully gathered. All data, remarks or status messages relating to a call may be viewed independently of the location, their status can be updated and further information added.

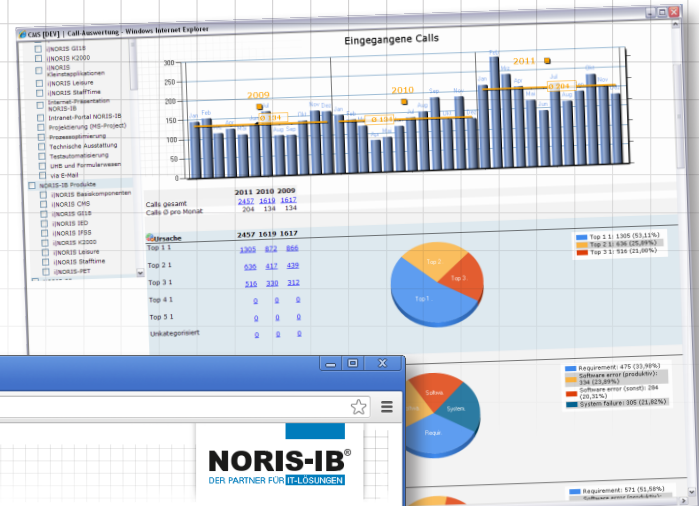
When asked why the IMS solution from NORIS-IB® has been selected as a tool and not an internal SAP solution, the responsible managers reply in unison:

***„It is particularly the cost, but also the quick and practical implementation and flexible adjustment, which spoke clearly in favour of the IMS solution from NORIS-IB®. We also regard the NORIS-IB® solution as an important element which supports our striving towards the ITIL standards, that is to say towards more efficient business processes!“***

# Provisional results to date

The super users of the Business Units have been trained during regular fixed meetings and since the production start of the call management system in 11/2009 have already entered more than 120,000 incident tickets (status 12/2013) into the IMS.

An example of best practice for IT-supported process optimisation between Siemens AG Healthcare and NORIS-IB®



IMS [DEV] | Call-Liste - offer x

https://ws-101/IMS\_V7

**NORIS-IB®**  
INCIDENT MANAGEMENT SYSTEM

offene Calls \*

Neuer Call Reports Admin

Call-ID	Status	Einreicher	Betreff	TFS-ID	Mitarbeiter	in Status seit
18520	open	Bulo, Michael	Haken "Warten auf Antwort - Service" nicht gesetzt			25.02.2013 13:15
18461	test (cust.) successful	Haaser, Chris	Auswertung über Aufwand analog zu Lösungszeit	3113	C.HA f.m.a	27.03.2013 13:46
18280	test (inhouse)	Haaser, Chris	Neues Feld "Ursache" im Call mit Baumstruktur dahinter (Folge-Call	3108	C.HA f.m.a	21.03.2013 15:03
18279	test (inhouse)	Haaser, Chris	Call-Typen pro Kunde konfigurierbar	3081	C.HA f.m.a H.D.R	12.02.2013 09:45
18263	open	Beckh, Andreas	Eingabehilfe führt zu JS-Fehler			28.01.2013 12:30
18248	in work	Beckh, Andreas	Suche erweitern auf Anforderungs- und Designspezifikation		C.HA	15.03.2013 18:34
18240	open	Haaser, Chris	Schaltfläche oder verkürzten Call-Dialog zum Anlegen von Standard-			06.02.2013 09:29

Priorität normal Auftragsbestandteil

**18279 Call-Typen pro Kunde konfigurierbar**

Um auch eine Auswertung von nicht-SW-Entwickler...  
Kunde konfigurierbar sein.  
Dabei soll wie im IMS vorge-  
welche verwendbar sein soll  
hinweg vermieden.

#1 **Haaser, Chris**

Dieser Folge-Call ist aus dem  
Siehe: [www.noris-support.de](http://www.noris-support.de)

new / open  
open  
in verify  
not completed  
not supported  
sonstige

Neuer Call - d.lempe - Mozilla Firefox

https://ws-101/IMS\_V7/call/default.aspx

Details Dateien

Kundenname: NORIS-IB

Projektname: DatabaseControl

Modul-Name:

Thema:

Standort:

Ersteller: Kluth, Daniel

im Auftrag von:

Betreff:

Typ:

Priorität:

Schweregrad:

System:

Kundenklassifizierung: Development  
Test  
Stage  
Production

Wartet auf Antwort:

Status:

Erstellt: 22.03.2013

Aufgetreten in:

Wunschtermin:

terminiert:

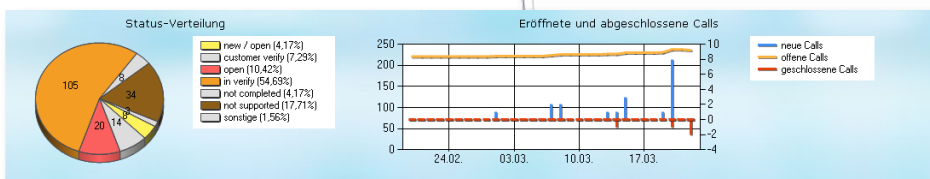
Master-Call:

Begeben in:

abgeschlossen:

Schließen

Speichern > customer verify Fasttrack



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