

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

### CASE STUDY

„The Riesa municipal utilities company has chosen the incident management system from NORIS-IB® as their tool for the IT service process“

**Stadtwerke Riesa, the Riesa municipal utilities company**, is the energy service provider for the town of Riesa. It supplies over 34,000 people with electricity, gas and local and district heating. As a municipal organisation, the utilities company also has to carry out important infrastructure tasks – such as running the indoor swimming pool or the ferry across the Elbe. They see their commitment to Riesa as being a duty. And regard the following as being their pledges: proximity to the customer, a passion for energy, the giving of their heart and soul for the town and demonstrating responsibility for the environment.

**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 and the supply chain, production, quality assurance and service.

### Starting position

The Riesa municipal utilities company administers and manages an extensive network of computers with around 600 end-users. Its system administration provides local support on any questions which may occur. The daily logging of problems and their prioritisation, but also their performance record, have repeatedly led to inefficiencies and to dissatisfied „customers“. Because internal departments should also be treated as customers.

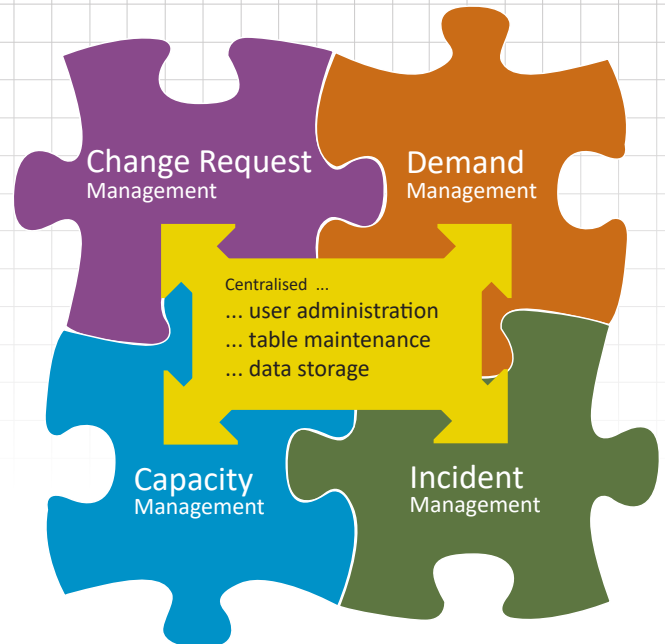
## Improvement measures

This weakness has been recognised. Efficient and inexpensive system administration of all possible cases – in an organisation of this size this is patently not feasible without an appropriate logging and management tool. A solution had to be found.

Out of four competitive applications

**i|NORIS®-IMS** was chosen as the most suitable instrument with the best value-for-money.

The whole of the IT support was organised in the style of Best Practice Standards in accordance with worldwide, de-facto standard in the area of IT service management



„Incident management“ is at present not only used for the administration of service calls but also at the same time as an appropriate instrument for the management of project tasks. Those employees responsible for service management are able to confirm that the new incident management system does not act as a call-centre but should be regarded as an intelligent helpdesk with a high „First-Time Fix Rate“ (FTFR).

**i|NORIS®-IMS** supports the optimisation of the service processes in accordance with ITIL. It is only now possible to carry out these service procedures to a high standard of quality and traceability and to seamlessly document this work for the „customers“. It is now possible to seamlessly meet service level agreements and all the demanded quality features are able to be complied with.

It is possible, via an internet portal, to enter fault messages around the clock and independently of business hours. Depending on the availability of service, incoming calls are gathered centrally for further processing. Staff are 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. 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.

Why did the responsible IT Manager at the Riesa municipal utilities company decide on the IMS solution from NORIS-IB®?

**„The extent of the function and the costs in particular, but also speedy and trouble-free implementation of the cloud solution and its adjustment clearly spoke in favour of i|NORIS®-IMS.“**

What did you particularly notice on the introduction?

**„The simple, easy-to-learn operating instructions gave us a high level of user-acceptance. I know of no single complaint.“**

An example of best practice for IT-supported process optimisation, implemented by NORIS-IB® for the Riesa municipal utilities company.

