

Crown manages its European IT with Numara FootPrints

At its European headquarters in Munich, the US Company Crown, one of the world's leading manufacturers of forklift trucks, has trusted the IT service management solution Numara FootPrints since 2007. With great success, the software now administers 80 percent of all of the IT services for the European operations of the company.

Business Driver

The aim of the company is to provide especially safe, efficient and ergonomic vehicles and at the same time reduce operating costs and maximise operating times.

Industry Sector

Construction

Why Numara Software?

Already a user of Numara Track-It! Crown wanted a solution which was as easy to administer and which would allow them to continue their development of ITIL processes.

Business Benefits

Since Numara Track-It! was seamlessly and economically transferred to Numara FootPrints in March 2007, Crown has already closed over 4,000 service incidents.

Background

Crown, which was founded in 1945 in New Bremen, Ohio (USA), has had a presence in Europe for around 30 years. Of the 9,000 staff employed worldwide, 1,000 are engaged at its European branches. The company offers its customers a wide choice of electric forklift truck products, ranging from the simple pallet trucks to high shelf stackers. A worldwide distribution network provides a multitude of different products in the areas of materials handling equipment, warehouse solutions and support services.

The aim of the company is to provide especially safe, efficient and ergonomic vehicles and at the same time reduce operating costs and maximise operating times. Since installing Numara FootPrints in March 2007, it has already closed over 4,000 service incidents.

IT as backbone of innovative production

In order to be able to optimise and efficiently administer IT services such as support organisation, service and product support in companies, Crown's IT manager Marc Cueto wanted to implement a complete integration of IT process administration. With only 20 IT specialists in European operations, the aim



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was to ensure that the solution was especially easy to administer and also conformed to ITIL (Information Technology Infrastructure Library).

"In order to optimally support the experts during their work and continuously document, standardise and automate processes, initially the area around the central administration service desk in Munich had to be replaced", explained Marc Cueto. "Only then could more complex tasks get underway."

During the course of the upcoming diverse projects, the existing ticketing system, Numara Track-It! was pushed to its limits. As a result, in mid 2006 the latest solution Numara FootPrints was evaluated and proved to be a highly performant solution: All of the required control tools were covered completely without having to be individually programmed or adapted. In addition Numara Track-It! was seamlessly and economically transferred to Numara FootPrints.

Virtual service desk improves performance

As the first project, the virtualised and centralised service desk was introduced, with which failures can now be quickly and efficiently dealt with. Numara FootPrints as a 100% web based solution makes possible the remote maintenance of the entire system through the company's IT control centre in Roding near Regensburg. The conversion was carried out without technical difficulties even for the older servers, on which the application was installed.

The experts rapidly became familiar with the new environment: After comprehensive instruction in ITIL by the IT Manager, they now classify all enquiries as events, services or problems. Consequently, enquiries can be evaluated objectively and no longer just with subjective responses.

It emerges that the majority of enquiries need services such as printer support and have nothing to do with faults or IT-related problems. As the enquiries can be chronologically prioritised, it is obvious which problems must be rectified the most rapidly. The solution is therefore an important tool for measuring the efficiency of the IT department.

“Indeed the administration demand is not insignificant: An employee spends on average two hours a day using the FootPrints system. However the benefit of transparency for the entire IT makes up for it”, states a satisfied Marc Cueto.

“Thanks to Numara FootPrints I was able to implement my vision of a fully integrated and straightforward IT service management solution. All necessary IT measurements and statistics can now be processed at the push of a button.”

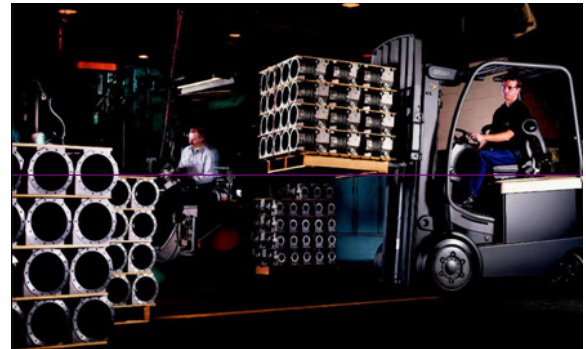
Further Numara FootPrints applications

Following an optimisation of incident management, additional processes are continuously integrated into Numara FootPrints. The HR department for the whole of Europe is, for example, embedded in the solution and directly connected to the IT department. This is especially important for invoicing and auditing, as Numara FootPrints records the entire history and evaluates it at the push of a button.

The HR department maintains an overview of all employee data – whether it concerns contract duration, access authorisation or training measures and holiday records, since the solution even simplified activity management. Previously, staff entered their data in various documents such as Word, Excel or Outlook. Using Numara FootPrints everything is entered using the same interface, accepted automatically and copied to the management application process.

Stephan Wawrzinek, Manager, Numara Software AG, is also delighted with the extensive application at Crown:

“Many companies use Numara FootPrints solely in isolated areas such as the HR department. However applications like the IT service desk, access administration and licence control, the administration of storage media, or budget planning and change management can all be administered centrally with a single software package. The Crown example shows admirably that the strength of Numara FootPrints lies in its holistic approach.”



“New processes can be quickly and simply integrated into the solution”, emphasised Marc Cueto.

“Until now 80% of our IT services were covered by it. However, in future product planning and development should also be included in the support processes. Other departments have also announced that they will implement FootPrints for their processes. The solution simply sells itself.”



About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.