

Transportation Systems Company Streamlines IT Service Processes

Customer Case Study



Kapsch TrafficCom ensures successful implementation of time-critical projects with Cisco ServiceGrid.

EXECUTIVE SUMMARY

Customer Name: Kapsch TrafficCom AG
Industry: Transportation
Location: Vienna, Austria
Number of Employees: 3000

Challenge:

- Find an easier way to integrate new local partners into service process
- Maximize collaboration and cross-continental support with partners
- Ensure time-critical projects meet government and individual requirements

Solution:

- Cisco ServiceGrid provides smooth, end-to-end service process for whole service chain
- Cloud-based service management and integration platform saves time and money
- Multitenant system enables project specification implementations

Results:

- Attained comprehensive international service governance with central integration platform
- Accelerated implementation of time-critical projects and rapid integration of new partners
- Cost effective project extension, enabling growth and increasing profit

Challenge

Headquartered in Vienna, Austria, Kapsch TrafficCom provides intelligent transportation systems (ITS) that support and optimize road transportation around the world. The company manages 280 toll installations in 41 countries, with 70 million transponders on 18,000 lanes that perform around the clock to ensure tolls are billed correctly.

In its previous service environment, Kapsch TrafficCom found it challenging to manage different projects that each involved multiple partners using different service management systems. Working with various partners and systems limited the collaboration and manageability of the service delivery process. These restrictions led to difficulties in accessing information between service partners, created limited process transparency, and made automated end-to-end reporting required by government authorities nearly impossible. The bigger and more complex the toll structures are, the more important it is to have clean and complete documentation available for solving incidents. Without this, it's not easy to effectively monitor and operate all systems worldwide or implement cross-continental support.

Time is also a critical factor when deploying and operating toll systems. Projects need to be implemented rapidly, and by defined deadlines. Incidents also need to be solved quickly in daily operations. If just one component involved in a complex toll system malfunctions, toll collection fails and revenue is lost. All of these factors led Kapsch TrafficCom to look for an easier way to control its global IT service processes.



“Integrating all international service processes, different systems, and various local partners onto one platform has enabled enterprise-wide management of support processes and a central system for operating all installations worldwide. We can actively manage our partners and subcontractors, implement time-critical projects successfully, and benefit from high transparency and end-to-end reporting.”

Ing. Gerhard Hudecek
Vice President, Technical Operations
Kapsch TrafficCom

Solution

Cisco provided Kapsch TrafficCom with a platform that introduced simple integrations between different ticketing systems of their service partners and Kapsch branches. It also implemented compliance with Information Technology Infrastructure Library (ITIL) for regional service processes. The integration of all of these parties improved the efficiency of troubleshooting and service delivery.

Because local projects and service departments use different workflows, they have been implemented in separate tenants. Local partners either work in their project-specific tenant, using Cisco ServiceGrid,[™] or in their own system that has been integrated with Kapsch to sync incidents in real time. With Cisco[®] ServiceGrid, incidents are visible to Kapsch's Maintenance and Support Center and are forwarded automatically to external service providers whenever necessary.

In addition to the central Maintenance and Support Center, Kapsch operates several international Technical Support Centers located in Argentina, Sweden, and Australia that provide services for a variety of toll projects. This organizational structure requires interdepartmental service tickets to be cohesively and automatically processed, all of which is enabled by ServiceGrid's mapping of workflows between individual processes.

The multilanguage capability of the solution guarantees efficient collaboration with local partners. No disruptions occur in the service management process, and important incident and problem information and change and release process are documented and visible at any time. To deliver services efficiently, ITIL processes are fully integrated automatically. For example, all incidents that belong to one problem are automatically updated, and all necessary changes to solve a problem are consolidated into a single release. The resulting cross-tenant ticket structure enables precise planning and transparent tracking of the processes within the international support organization.

Results

Today, Kapsch TrafficCom processes more than 140,000 tickets per year on the ServiceGrid platform. New projects are integrated quickly and easily with the Cisco ServiceGrid solution. And as a result, Kapsch TrafficCom is seeing significant time and cost savings. The company can reuse an individually defined set of standard processes for new implementations and can also make adjustments on its own. Automated reporting for numerous government authorities and implementation of international support organizations is realized with ServiceGrid as well.

Kapsch TrafficCom does not have to invest any time in planning and implementing hardware adjustments, because Cisco ServiceGrid is a software-as-a-service (SaaS) solution. IT capacities are available immediately on the Cisco public cloud and implementation of a new project can start at a moment's notice. With ServiceGrid, integration of a local partner is completed in four weeks, while other systems take at least four months.

“Integrating all international service processes, different systems, and various local partners onto one platform has enabled enterprise-wide management of support processes and a central system for operating all installations worldwide,” says Ing. Gerhard Hudecek, vice president of Technical Operations at Kapsch TrafficCom. “We can actively manage our partners and subcontractors, implement time-critical projects successfully, and benefit from high transparency and end-to-end reporting.”

For More Information

- To find out more about Cisco ServiceGrid, go to: www.cisco.com/go/services.

Services List

- Cisco ServiceGrid



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Asia Pacific Headquarters
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Cisco Systems International BV Amsterdam,
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