



FLEXIBLE, POWERFUL, COMPLETE — THE HEAT SERVICE MANAGEMENT SUITE FROM FRONTRANGE IS NOW IN USE AT INVENTX AG.

Company

Name: Inventx AG

Location: Chur, Schweiz

Industry: IT outsourcing for the financial industry

Mitarbeiter: 140

Employees: www.inventx.ch

Product:

HEAT Service Management

HEAT Service Catalog

THE REQUIREMENTS

- Comprehensive integration of ITSM processes
- Easy to set up
- High availability
- Powerful interface

WHY FRONTRANGE?

- High degree of standardization
- User-friendly interface
- Flexible mapping of integrated ITSM processes
- Better value for investment

THE BUSINESS CASE

- High process transparency
- High degree of automation
- Flexible analysis options
- Low maintenance costs
- Auditability
- Rapid return on investment

BACKGROUND

Inventx AG is an independent Swiss IT provider with locations in Chur and Brüttsellen (near Zurich). Inventx is the Swiss IT partner of leading banks and financial institutions. The company was founded in 2010 and currently employs a staff of 140.

THE CHALLENGE

For an IT service provider that serves banks such as Inventx (IT outsourcing and application management services), a service management solution forms the foundation for day-to-day collaboration with customers. The ITSM solution needed to fulfill a wide range of requirements that are closely connected to maintaining a high level of quality for IT operations. The data from the ITSM solution are reviewed within annual IT audits to ensure compliance with the regulations of the Swiss financial oversight body, FINMA.

“We found FrontRange to be the best and most efficient way to fulfill our requirements. And we’re getting positive feedback from users as well. We are very glad we chose FrontRange.”

Lorenzo Zoccoletti
CFO at Inventx AG

Integrating customer processes requires a powerful ITSM tool with simple processes and interfaces that can be easily modified. With the successful rollout of the FrontRange Service Management solution, end-to-end integration of all processes is ensured.

THE SOLUTION

The flexibility of the FrontRange solution was not the only thing that impressed the Inventx AG management team. According to Lorenzo Zoccoletti, CFO at Inventx AG, FrontRange's solution was the most efficient way to implement the specified requirements. Additional factors that played a key role in reaching the decision included the high degree of standardization, the ability to easily define parameters for specific customers, and the recommendations received from Inventx AG's customers.

The project was successfully completed based on the following project phases:

- Defining requirements
- Designing the solution
- Building the solution
- Testing
- Acceptance

The active participation of Inventx's largest customer in defining the requirements made a significant contribution towards attaining high-quality results. Over the course of multi-day workshops, a wide range of requirements were collected and submitted to executive committees for approval. This approach proved to be an efficient method of integrating customer technical and process requirements into Inventx's ITSM solution.

It took only eight months to define, implement, and successfully roll out the project. Thanks to the professional support provided by FrontRange's partner, BIM, the customer's targets both for the duration and cost of the project were met.

RESULTS AND OUTLOOK

The FrontRange solution is ready for the demands of tomorrow, ensuring long-term process efficiency. That results in faster incident management and, thanks to the transparency of the solution with respect to change management, considerably higher customer satisfaction. Overall, a sustainable increase in efficiency was achieved throughout the organization, resulting in fewer questions and requests for information from customers.

“FrontRange is very popular among our users. It's easy to use, straightforward, and reliable in day-to-day use. The integrated dashboards are also well-organized and informative.”

Lorenzo Zoccoletti
CFO Inventx AG

More Information

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