



The Bauer Group

COMPANY

Name: BAUER Group

Headquarters: Schrobenhausen, Germany

Industry: construction and machinery

Revenue: €1.4 billion

Employees: 9,700

Website: www.bauer.de

SOLUTIONS:

HEAT IT Service Management Suite

- HEAT Client-Management
- HEAT IT-Servicemanagement
- HEAT Service Catalog

FLEXIBLE, POWERFUL, COMPLETE — THE HEAT IT SERVICE MANAGEMENT SUITE FROM HEAT SOFTWARE IS NOW IN USE AT BAUER AG

THE CHALLENGE

- The existent software solution is not scalable
- The many Bauer AG facilities located overseas could not connect to it
- The new software solution must integrate seamlessly with scriptware developed in-house

WHY HEAT SOFTWARE?

- The functionality HEAT Software offers was the best match for the requirements specified by Bauer AG
- Powerful and extremely scalable software
- A flexible and customer-oriented project team

BUSINESS ADVANTAGES

- Scalability of the solution
- Flexible and powerful
- Integrated service and client management
- Higher degree of automation
- Fast and efficient
- Quick ROI

BACKGROUND

The Bauer Group is a global construction and machinery company headquartered in the Bavarian town of Schrobenhausen, Germany. A total of 110 subsidiaries active in the fields of construction, machinery, and resources compose the publicly listed holding company, BAUER Aktiengesellschaft. BAUER is a leading provider of complex construction site excavations, foundations, vertical pit wall linings, and the machinery required to perform this work in a very fast-paced business. In addition, the company uses its expertise to explore, produce, and secure valuable resources. BAUER Group companies employed a total of roughly 9,700 employees in close to 70 countries to earn total group revenues of €1.4 billion in 2011.

“We needed to implement a new, configurable Desktop and Server Management (DSM) and ITSM solution to satisfy our complex requirements. Choosing HEAT Software turned out to be an excellent decision — the solution gave us everything we needed. We’re extremely satisfied.”

Marco Fröhlich
Head of IT Support and
the helpdesk at BAUER AG

THE CHALLENGE

The software solution that BAUER AG had used prior to becoming a HEAT Software customer had reached its limits. The solution was not scalable and failed to integrate the numerous overseas BAUER Group locations into the system.

These are the disadvantages BAUER sought to eliminate once and for all by implementing a new desktop & server management and IT service management software solution. Scalability and ease of integration for overseas locations were the requirements for the new system. Rapid and seamless implementation was a must. A high degree of automation was also desired to meet the Group's complex software packaging requirements.

BAUER AG utilizes home-grown scriptware extensively — HEAT Software's software solutions have the flexibility to seamlessly integrate into this environment.

THE SOLUTION

In addition to HEAT Software, Microsoft, Matrix42, and LANDesk had also made it onto the customer's shortlist.

In the end, HEAT Software was the most compelling choice for BAUER AG.

What were the reasons?

According to Marco Fröhlich, the head of IT Support and the helpdesk, the functionality included with the HEAT Software solution was the best out-of-the-box fit for BAUER AG's requirements. The functionality the software ships with was not the only important aspect for BAUER. The wide range of options for configuring the implementation was also a key factor in the decision-making process. The professional and flexible project team at HEAT Software also made a very good impression, with excellent customer service and detailed technical knowledge both during the evaluation and selection processes and after the project was completed.

BAUER's first DSM deployment was DSMv.6 in 2010, which has now been upgraded to DSMv.7. The implementation only took 15 days. HEAT Software and a team from BAUER AG carried out the project. The HEAT Software ITSM solution was implemented next, in 2012. The overarching goal was to achieve an integrated client and service management solution that could also be used outside of traditional IT solutions.

RESULTS AND OUTLOOK

HEAT Software's pioneering solution takes into account all ITSM stages — including those which can be implemented outside of traditional IT systems — to provide an integrated service and client management solution. This integrated HEAT client management and ITSM solution supports fully-automated, workflow-based approval processes within the framework of the user's specific requirements. The high degree of automation of the solution simplifies both internal and external workflows.

"The HEAT Software solution is a perfect complement to the software that we've developed in-house. The functionality it provides is a perfect match for our out-of-the-box solution." -Marco Fröhlich, head of IT Support and the helpdesk at BAUER AG

More Information