

((otrs))

National Aeronautics and Space Administration (NASA) Increase of Process Efficiency



OTRS 1.3.2

65 agents

300 end customers

300 tickets/month

Requirements

The existing proprietary solution ARS Remedy has proven to be too inflexible for NASA. This is due to the great spectrum of technical challenges, starting with incidents in the area of supercomputing, avionics, utilities management and more. In addition to that, NASA experienced that the existing solution is overloaded with features and not adequate for the special requirements of NASA.

Solution

- Replacement of ARS Remedy with OTRS
- Customization of various OTRS modules to meet the specific requirements of NASA
- Integration with SGI ticket system
- CRM integration

Added Value

- Reduction of license costs in the six-figure range
- Increased transparency for end users
- Increase in process efficiency by seamlessly integrating legacy systems