

((otrs))

## Wincor-Nixdorf International GmbH Increase of Efficiency

**WINCOR**  
**NIXDORF**

OTRS 2.1.7

### Requirements

Wincor-Nixdorf is a producer and service provider of cash, soda and public transport ticketing machines. OTRS is the incident tracking tool of their choice across the group as uniform solution. OTRS supports Wincor-Nixdorf when recording incidents as well as controlling tasks related to the maintenance of machines.

### Solution

- Introduction of OTRS as incident tracking solution
- Linking the OTRS system with the intercompany time and effort tracking tool
- Extending OTRS with an interface to a proprietary bug tracking solution called MKS
- Automatic stopwatch function during ticket processing

### Added Value

- Creating transparency throughout the entire incident processing life-cycle
- Optimizing the service quality by consolidating captured data
- Improvement of quality reporting based on optimized KPIs
- Increasing the process efficiency by linking proprietary systems, e.g. bugtracking of MKS