

((otrs))

## German Bond Service Bank AG Reducing Costs



OTRS 2.4

1.500 agents

12.000 end customers

2.000 tickets/month

### Requirements

The dwpbank requires a service desk system in order to detect requests coming from affiliated financial institutes. This system will also replace ARS Remedy, which has been in use so far. The task is to reduce costs considerably.

### Solution

- Introduction of OTRS in the entry channels customer front end and telephone
- Interlinking of OTRS with the external complaint management solutions, e.g. ARS Remedy and TestBench
- Monitoring of core systems (Host/DS) with automatic ticket issuing

### Added Value

- Reduction of costs in the six-figure area
- Established OTRS as main communication system for problem monitoring & management