


# ((otrs))

## ▪ Swisscard AECS ▪

### QUICK FACTS

Company	 Swisscard AECS
Headquarter	Horgen
Employees	450
Branch	Financial Services
Company Fact	Swisscard AECS manages the credit card business in Switzerland on behalf of American Express and Credit Suisse.
Release	OTRS 2.0.4
Platform	<ul style="list-style-type: none"><li>▪ SuSE SLES 9</li><li>▪ Apache 2</li><li>▪ MySQL 4.1</li></ul>

### Project Scope

OTRS was implemented to facilitate the recording and processing of end customer requests in a reliable and unalterable way complying to audit requirements.

As this is a business critical application, system stability was the main concern. Additionally, OTRS is used as a central IT notification system, taking on the alerts triggered by various monitoring systems and forwarding them to the IT service desk via e-mail and SMS notification.

### Solution

OTRS is installed and configured on two identical HP servers with generous 8 GB main storage each. Their data sets are replicated following an elaborate back-up concept.

The integration of the company-intern MS Active Directory effectively prevents a redundant customer administration. Pass-word policies can be monitored and met easily according to the specifications.

### Benefits

- The helpdesk system complies with audit requirements.
- Even staff with no particular IT skills can easily use the intuitive graphical interfaces of OTRS after a short introduction phase.
- Thanks to the integrated MS Active Directory there is no need for the redundant administration of user accounts.
- Thus, OTRS also features a nearly fully automated support of the hiring and dismissal process of service desk staff.

### HIGHLIGHTS

- Minimized downtime thanks to mirrored OTRS servers
- Increased customer satisfaction thanks to the transparent, traceable ticket processing
- Non-alterable documentation of incidents complies with audit requirements



OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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