


((otrs))

▪ Domcura AG ▪

QUICK FACTS

Company	 Domcura AG
Headquarter	Kiel
Employees	150
Branch	Financial Services
Company Fact	Domcura AG provides innovative and sustainable insurance concepts.
Release	OTRS 2.2
Platform	<ul style="list-style-type: none">▪ Windows 2003▪ Apache 2▪ Oracle 10g RAC▪ MS Active Directory

Project Scope

In the context of implementing ITIL-compliant processes, the company is looking for a tool to support the service desk staff with incident, problem and change management.

The current approach using a common e-mail inbox is no longer adequate because it does not comply with the audit requirements and processing is not traceable.

Solution

OTRS installation on a virtualized Windows 2003 server. Via connection to the MS Active Directory customer data and permission settings for OTRS are mapped and the system

is seamlessly integrated into the system environment and existing processes for staff administration.

Thanks to appropriate training sessions, Domcura's employees can tackle administration and extensions at any time.

ORACLE 10g RAC is used as database solution for increased system stability.

Benefits

- With the implementation of OTRS a transparent service desk system complying with audit requirements was established that also facilitates detailed analyses of incurring incidents and problems.
- An extension with self-service modules for internal customers and the integration of external customer databases can be realized by Domcura at any time in order to allow for the mapping of further support processes going beyond the internal IT operation.

HIGHLIGHTS

- Seamless integration into the authorization concept of the Active Directory
- OTRS integration possibilities for future use of existing customer data
- Unalterable documentation complying with audit requirements and transparent tracking of incidents



OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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