

((otrs))

▪ Skandia Lebensversicherung AG ▪

QUICK FACTS

Company	 Skandia Lebensversicherung AG
Headquarter	Berlin
Employees	300
Branch	Financial Services
Company Fact	The Skandia Group is a worldwide leading provider of unit-linked insurances and investment products. As a part of the Old Mutual Group, Skandia is one of the ten largest life assurance companies in Europe.
Release	OTRS 2.1.5
Platform	<ul style="list-style-type: none">RedHat Enterprise ServerOracle

Project Scope

Change requests and actuarial calculations are recorded in OTRS and forwarded to the mathematicians responsible.

Also, the complete administration of the internal IT service desk is conducted in OTRS. It was not just the international orientation and the resulting multi-lingual company culture that caused the decision for OTRS.

Solution

OTRS is implemented in version 2.1.5. RedHat Enterprise Server is used as server platform, and Oracle as application database.

Various individual developments facilitate the automated forwarding of closed tickets to an archiving system. In order to be able to allocate incidents statistically to individual business transactions, a time-driven import mechanism imports known business transactions from a third party application into OTRS and displays them as a select list in the FreeTextField.

Benefits

- With the implementation of OTRS, uniform, cross-departmental reporting paths are established for IT incidents.
- As internal customers can track and follow the transparent ticket processing, the customer satisfaction was demonstrably boosted.
- The allocation of tickets to business transactions facilitates the generation of sound reports.

HIGHLIGHTS

- OTRS-AS400 interface for the integration of the archiving system
- OTRS as central, cross-departmental ticket system
- SingleSignOn via NTLM



OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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