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▪ Sparkasse Fulda ▪

QUICK FACTS

Company	
	Sparkasse Fulda
Headquarter	Fulda
Branch	Financial Services
Company Fact	Sparkasse Fulda is the largest bank of its type in the East of the German state of Hessen.
Release	OTRS 2.1
Platform	<ul style="list-style-type: none">Windows 2003ApacheMySQL

Project Scope

Change In line with the regulations of the German Federal Financial Supervisory Authority (BaFin), the Sparkasse Fulda is required to implement a system for the tracking of incidents that complies with audit requirements.

The system is to be used for the processing of IT incidents as well as the management of work assignments and the recording of failures in the building services.

Solution

OTRS is operated on a Windows 2003 server with Apache and MySQL database, complying with the specifications of Sparkassen Informatik, the leading IT service provider for Sparkassen in Germany.

Benefits

- With the implementation of OTRS, a ticket system complying with audit requirements was established.
- Also, employees in the branch offices can use the intuitive user interfaces of OTRS after an only short introduction period and a self-service area can thus be established.
- The consequent use of web technologies enables all branch employees to access the system without the prior installation of additional software on the clients.

HIGHLIGHTS

- Increased customer satisfaction thanks to transparent, traceable ticket processing
- Unalterable documentation of incidents complies with audit requirements
- Minimal training efforts thanks to the intuitive user interfaces



OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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