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OTRS ■ Tetra Tech Inc. & NASA ■

Cutting-Edge support with OTRS - ARS Remedy Migration



Tetra Tech, Inc. provide technical support to the NASA Advanced Supercomputing Division at NASA Ames. The division supports NASA's return to flight and recertification programme, as well as a variety of space exploration research. In addition, Tetra Tech, Inc. provide research, development and operations support in computer and computational science related to high-end computing for various mission-critical NASA applications.



From small spacecraft to supercomputers, science missions and payloads to thermal protection systems, IT to aerospace, Tetra Tech's client, AMES Research Center provides products, technologies and services that enable NASA missions and expand human knowledge.

Problem

Handling ticket issues that range from Super Computer hardware failures to facility property related issues the formerly used solution (ARS Remedy) was too inflexible to cover all the requirements. Inadequate capabilities to customize the solution to the specific Tetra Tech's and NASA's needs and an oversized range of features lowered usability and led to a situation of low acceptance among agents and customers as well.

Due to the mission critical categorization of some supported NASA applications there was a substantial need for an efficient and reliable solution which had to manage the various requirements.

Solution

The Decision-making process was quite easy. "We were collaborating with another NASA center (NASA Goddard Space Flight Center) which had already decided to use OTRS. We followed suit."

The project scope and main objectives were to provide a better access to the support for Tetra Tech's customers as well as to provide easier access to clients and tickets for their own agents via the web.

QUICK FACTS	
Company	Tetra Tech Inc.
Headquarter	Pasadena, CA
Employees	7,500 (2005)
Branch	Consulting & Engineering
Company Fact	Tetra Tech, Inc. is a leading provider of specialized management consulting and technical services in the areas of resource management, infrastructure, and communications.
Key Customer	NASA
Release	OTRS 1.3.2
Platform	<ul style="list-style-type: none">LinuxApacheMySQL
Integrated	CRM / ERP system
Agents	65
Users	300
Tickets/Month	300
Project duration	ongoing

Due to the flexibility of OTRS and its well documented and open source code Tetra Tech Inc. developed an independent feature to handle password complexity, certain auto-fill features that OTRS were lacking and finally realized Integration with Supportfolio (SGI's Ticket system).

Benefits

While the OTRS project is still ongoing due to fast changing requirements and business processes the main objectives have been reached within the first project phase:

- Streamlined distribution of tickets to responsible parties
- Quicker response times
- Improved customer satisfaction
- Improved agent satisfaction
- Reduction of labour costs due to the use of specific and individually developed features
- Reduction of IT costs (License fees no longer exist)

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