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MSG MBH

Report 01/2019

Client: *MSG (Management- und Servicegesellschaft für soziale Einrichtungen mbH Chemnitz) is a subsidiary of the edia.con Group, which operates hospitals and care homes in Saxony and Saxony-Anhalt*

IT environment: 2 data centers in Chemnitz plus 4 decentralized server rooms, 240 servers, 13 employees responsible for approx. 1,200 workstation systems and 1,600 users, up to 100 requests daily

Challenge: Centralization of the IT structure in order to shape management and support more effectively; gradual alignment of processes in accordance with ITIL

Solution: KIX Pro from cape IT, Chemnitz

Project time frame: April 2014 and ongoing

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How KIX took care of IT a healthcare setting

With MSG, we equipped a customer from the healthcare sector with KIX; here the main aim was the gradual implementation of the IT solution. At the end of this process, all IT processes were to run via KIX in order to make the management of the IT structure and support more effective and efficient. With two data centers with almost 1,200 workplaces involved, this is of course a huge undertaking. And one which today has had a noticeably positive effect for our customer in all processes, as KIX Pro is operating stably and reliably.

Thomas Maier, Management Board/Head of Infrastructure Department

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With the help of cape IT, a group of hospitals in Saxony have succeeded in modernizing the once decentralized support of PCs in a centralized structure. Thanks to its modular approach, this project opens up other options for the development of an IT system that is administrative, right up to process oriented, in line with ITIL.

Initial situation

Lars Forchheim, Head of the IT department at edia.con gemeinnützigen GmbH, laughs: "The users could hardly believe it. For years, PC problems at the workplace had provided people with breaks, and now the IT department was suddenly responding immediately." For the IT department at the edia.con Group, which operates four hospitals and three care homes in Saxony amongst other things, the introduction of KIX4OTRS in the IT hotline involved a huge jump, which also set off a chain of other projects.

Project

At the time of German reunification, the hospitals which are now part of edia.con did not have a single computer. But this soon changed in the years that followed. Within

the edia.con network, there are now approx. 240 servers and over 1,600 clients. edia. con subsidiary MSG Management- und Servicegesellschaft für soziale Einrichtungen mbH, based in Chemnitz, is responsible for the support and operation of these. At the beginning their support of the workplace systems was completely decentralized, and then, from 2008, it was given a centralized concept in several stages. Later, analysis by Fujitsu on improving the IT organization suggested a radial alignment with the IT Infrastructure Library (ITIL). MSG decided, however, on a modular approach, starting with IT support, which was implemented gradually. "We wanted a kind of Swiss army knife," remembers Lars Forchheim. "But initially only with the rough tools. The finer ones were planned for later." cape IT won the call to tender in 2013 thanks to its considerably lower maintenance costs with KIX4OTRS – this was the name back then of the version of KIX Pro today. Following this, in January 2014 work was started on establishing a test system in which data from the clients could be taken over from an existing system into the so-called Configuration Management Database (CMDB). Here cape IT not only managed to accurately implement this within the specified time and budget, but other features were also set up which were actually intended for later projects. A telephone system was integrated, for example, which transfers the customer contact directly into the system when they call. On April 1, 2014, the new system, KIX4OTRS, went live for all 1,600 users. Whereas before the users would almost exclusively provide the help desk with information by telephone, they now mostly use the web frontend, or e-mail. The hotline classifies these messages and forwards them to IT employees specialized according to subject area. Every work day there are 30 tickets on average – error reports as well as jobs. 40 to 70 calls are added to this. Not included here are tickets which concern the printers or the backend – which are supported directly by the applicable service providers.

Conclusion

The changeover brought with it numerous advantages, both on the part of the users, and on the part of IT. It means the users are experiencing a suddenly very lively IT department. This is because, if an error message is not clear, the ticketing system can check back with the users. The system also informs them via e-mail (containing a corresponding link) about every work step that the hotline is performing as a result of the user contacting the hotline. This process corresponds to the workflows of a document management system introduced years ago. It is a result of user requests, says Forchheim, Head of the IT department: "For years, users complained that the IT system was not transparent – this has now changed all of a sudden."

According to Forchheim, the IT department itself also benefited considerably from the new transparency: "Previously, we didn't have anything more than the documentation of orders and errors. We were able to see what had happened afterwards – I like to com-

pare it to pathology. This has now changed completely; we see on-going IT processes before us. Thanks to the new system, nothing is forgotten or gets left behind. If several users report the same fault, the joint cause is found and rectified more quickly before even more users may encounter problems. An incident that requires the intervention of several specialists is immediately divided into sub-tickets, which once successfully processed, close the master ticket. "The IT hotline project is making waves, and has the support of the management board. Furthermore, the implementation provided the IT staff with new motivation in their work. Forchheim emphasizes that particularly the female staff pushed ahead with the improvements "actively, and with diplomacy in the event of any conflicts." Previously, the IT staff gained their ITIL knowledge mainly from experience; they are now successfully certified. The cataloging of the hardware and software of the workplace systems has continued to be improved, increasing the efficiency of the hotline. Printers and network components are also being recorded reliably, meaning it is easier to determine which types of device are more prone to failure. The service providers tasked with this can also be checked more closely. KIX Pro was also introduced for medical technology. Here, it is a question of detecting possible errors with the devices as early as possible and of complying with the legally prescribed service intervals. And as employees at the hospital now even report broken light bulbs to the IT department, which now has the reputation of being fast, building services have also been given the system.

Outlook

"We concluded the support contract with cape IT as insurance in the event of emergencies and faults once the system had gone live," summarizes Forchheim. "But I am constantly in contact with cape IT regarding new ideas and the next projects." He adds that this is to be expected. "ITIL is not a defined destination, but a path. We don't know how long this path will be, or how steep and rocky. We will only discover what is important when we try it out. We have to be adaptable; be flexible. That is the aim of ITIL."

MSG Management- und Servicegesellschaft für soziale Einrichtungen mbH

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Lars Forchheim, Head of the IT department

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ABOUT CAPE IT

The c.a.p.e. IT GmbH is a manufacturer of the Open Source Software KIX and KIX Pro and a cross-industry specialist for business processes in IT and technical service. The company wich headquarters is located in Chemnitz currently employs about 50 experienced, ITIL-certified employees at two locations and can rely on many years of project experience and extensive expertise.

Numerous field-tested add-on modules for data and system integration as well as for maintenance and repair management, service accounting and reporting contribute to the sustainable optimization of service processes. As a leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

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