

DIGITIZATION CREATE ANALOG SPACES OF FREEDOM



CHALLENGE

In recent years, the number of applications and web portals used by employees in companies has increased rapidly. A big challenge for the internal IT service management: There exists not only a lot of applications, but the different departments also use their applications for their work. The provision of new services by internal IT service providers is becoming increasingly complex. That's why Isonet's goal was to create a central point of contact for IT services, such as ordering a new workstation, at the BMW Group and to fully automate order processing and provision.

SOLUTION

In 2016, Isonet implemented the shop system, the service database, and the Legacy systems from BMW connected with WorkflowXpert. End in 2017, the company upgraded to the 446 Plattform® from Isonet. Thanks to the 446 Plattform®, BMW Group employees have convenient access to all internal services. They can access these with the 446 Plattform® and thus fully automate the entire process from order entry to delivery. The internal IT service management can use Isonet software to check at any time whether crucial action-oriented performance indicators (KPIs), such as the setup of a workstation in a specific time, are being adhered to. The 446 Plattform® offers all necessary measurement data to monitor the performance characteristics.

ADVANTAGES OF ISONET

With the 446 Plattform®, you can illustrate, combine, and improve in an agile way individual processes.

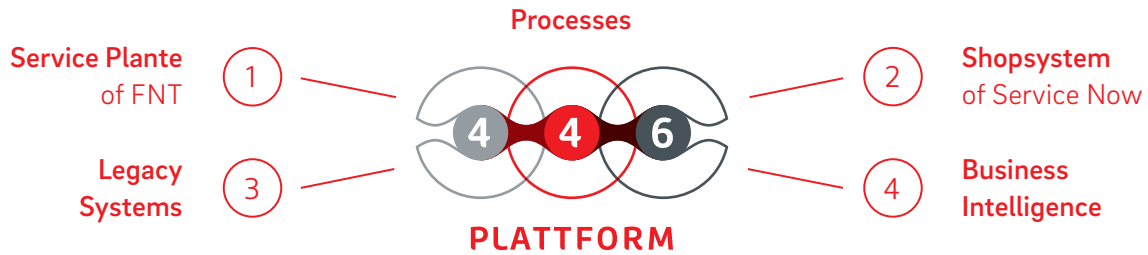
Isonet fits the software the wishes of our customers.

The 446 Plattform® offers many interfaces, highest flexibility, and performance.

The overview of KPIs for ensuring and optimizing the running operation is guaranteed.



SOLUTION IN DETAIL



Cooperation creates pleasure

External integration partners implemented the processes. The BMW employees, as well as selected persons of the respective integration partners, were trained by Isonet in the digitalization of processes with the 446 Plattform®.

Isonet supplemented the resulting individual documentation with workflow architecture topics and best practices. The discussed workflows are subject to regular reviews.

BENEFITS OF THE SOLUTION

- Fully automatic flow control of detailed information from the modeling tool „ServicePlanet“ by FNT
- High availability of the overall solution due to a consistently service-oriented architecture
- Possibility of dynamic integration of web services
- Traceability across the whole process and all systems involved
- Flexible reusability of workflows through a generic structure

»Isonet's 446 Plattform® forms the backbone for data communication between the individual systems and ensures automated event control. The integration of all software and networking with all areas makes it possible to secure the holistic control and monitoring of the IT service process chains. With this approach, we can increase the efficiency of our customers' processes enormously. This creates scope for innovation and the joy of working together.«

ALEXANDER SCHMIDT | Project Manager, Isonet AG



ABOUT ISONET

With its systemic process management, the 446 Methode®, Isonet combines the areas of process analysis and management consulting innovatively. Since its foundation in 1994, the company, with its branches in Zurich and Leipzig, has been serving numerous customers from various industries and of different sizes. With Isonet's IT solution, the 446 Plattform®, you can optimize your processes individually, flexibly, and holistically so that you can react agilely to market developments at any time. The joy of working together creates spaces of freedom for innovations.