# HUBER+SUHNER AG
## OPTIMIZED SERVICES
## WORLDWIDE

ISONET

## CUSTOMER

HUBER+SUHNER is one of the leading and most experienced companies in the high-frequency, fiber optics, and low-frequency technology sectors. The globally active company with its headquarters in Switzerland, develops and produces innovative solutions for the electrical and optical transmission of data and energy. With locations in over 60 countries, HUBER+SUHNER works on future-oriented developments for its customers in the communication, transport, and industrial sectors.

## CHALLENGE

HUBER+SUHNER wanted to modernize its process architecture so that it could continue to offer its customers high-quality service in the future. The previous "Frontrange" application had to be replaced by a future-proof solution for global IT service management.
The switch to a new software should be as efficient and straight-forward as possible for the users to minimize the training effort and promote acceptance. Existing interfaces to other applications and databases also had to be adopted and optimized.

## SOLUTION

For the desired transition and implementation of a new solution, Isonet first collected the current status of existing systems and processes. The 446 Plattform® was implemented to optimize the processes. Tickets are now automatically assigned to the right employees and departments through categorization. The collected inventory data for the IT infrastructure is transferred to the CMDB (Configuration Management Database). This supports the allocation of all services and the related costs. For a complete cost overview, billing data is automatically transferred to a database from which the monthly billing can be created.

## COMPACT

**Corporate Headquarter**
Switzerland, Herisau

**Staff**
More than 4,000 of which
1,250 in Switzerland

**Branch**
Communication, Transport, Industry

**Economic Area**
International, 60 countries

**Turnover per year**
approx 737 Mio. CHF

HUBER+SUHNER
Excellence in Connectivity Solutions

## WHY ISONET

Collection and coverage of all requirements of the invitation to tender

ITSM know-how more than 15 years

Quick and direct implementation of various application cases

High performance, scalability and good cost-benefit ratio of the IT software solution

Interfaces to SAP, Meta directory Service (DirX), Active Directory (Single Sign-On) and The Guard (Service Desk Tool)

## DETAILED SOLUTION

### Processes implemented

1. Incident / Problem / Change Management

2. Request Management

3. Configuration Management

4. Contract Management

5. Financial Management

### New ways of working together

The requirements were analyzed in regular project meetings with the customer. For this purpose, it was necessary to identify the current processes and systems and to assess their potential and synergies. Isonet then conducted several work-shops with HUBER+SUHNER to analyze work-flows more precisely, define work packages, and prioritize them. The best approach was jointly decided and implemented.

## BENEFITS OF THE SOLUTION

- Increasing the efficiency of processing customer inquiries
- Automatic assignment of queries to the relevant regional support team
- Minimization ot training measures through agile cooperation
- Excellent performancewithin the global enterprise infrastructure

- Intuitive user guidance for customers and employees
- Completely web-based solution
- Simple connection of different systems based on familiar interfaces
- Perfect search functions with the option to save favorites

»ISONET'S SOLUTION WAS ABLE TO SATISFY ALL SERVICE MANAGEMENT REQUIREMENTS. THANKS TO GOOD PERFORMANCE, A HIGH LEVEL OF ACCEPTANCE WAS ACHIEVED.

WITH ISONET WE WERE ACCOMPANIED BY A TECHNICALLY COMPETENT AND FLEXIBLE PARTNER THROUGH THE PROJECT.«

**Beat Trüb · HUBER+SUHNER AG**

## ABOUT ISONET

With its Systemic Process Management - SPM®, Isonet combines the areas of process analysis and management consulting innovatively and enables companies to solve tasks in the future. Since its foundation in 1994, the company, located in Zurich and Leipzig, serves numerous customers from various industries and different company sizes. The goal is always the sustainable optimization of processes and workflows so that companies can react agilely to market developments at any time. With Isonet's IT solutions, own processes can be mapped holistically and flexibly optimized or completely redesigned.