



SERVICE OPTIMIZATION WITH NETEYE AND ERIZONE

Improve quality, reduce costs to best meet future business goals



Company:	Microtec S.r.l.
Industry:	Worldwide market leader in cutting materials for the wood industry
Headquarters:	Bressanone, Italy
Internet:	www.microtec.com

THE CHALLENGES

Microtec, headquartered in Bressanone in Northern Italy, is the market leader in providing cutting materials for the wood industry. The leading market position, which is continuously rising through international acquisitions, sets high requirements not only on its products. As in most technological companies also Microtec's IT systems are playing an essential role to support its market success. With a comprehensive System and Service Management offer from Würth Phoenix, the company is able to manage these challenges by increasing the efficiency and effectiveness of all IT services.

THE SOLUTION

- › With the introduction of EriZone and NetEye Microtec improves the availability of the whole IT environment and at the same time optimizes its service processes.
- › With EriZone the support organization disposes of a historical customer assistance scenario within a central platform to holistically manage the service desk activities.
- › Thanks to their modular architecture, both solutions have been quickly implemented and easily integrated into the existing environment.
- › Business process improvement has been reached also by integrating EriZone with other systems such as the Financial Accounting.
- › ITIL based processes such as Change and Incident Management, Request Fulfillment or Service Level Management are fully covered.
- › On the other hand, NetEye monitors the status of the infrastructure and provides therefore the availability of servers, applications and IT services by ensuring the correct functioning of critical business processes.



NetEye allows monitoring our entire infrastructure by enhancing all business processes. On the other hand, by connecting the Service Desk solution with the time accounting system, many processes are streamlined. All the timesheets of our 24-hour support are transferred directly from EriZone to the time accounting system.

Philipp Bock, Head of After Sales & Customer Support Microtec

