



A fully operational IT support service for a large client in the finance sector launched in less than 3 months



Markus Peter – Dispatching team Leader and Service Manager at Bechtle Mannheim

● 110 iTop users dedicated to a major client

● 65 000 configuration items stored in iTop CMDB

● 21 000 tickets processed in the first 9 months

Bechtle IT System House Mannheim is a subsidiary of Bechtle AG, specialized in providing **IT engineering and IT services** to medium-to-large companies in Germany.

In order to deliver a comprehensive set of IT Management and Support Services to a large client in the banking sector, Bechtle Mannheim decided to **rely on the iTop ITSM solution**. The company also called in the iTop certified partner ITOMIG to support them on this project.

Markus Peter, Dispatching team Leader and Service Manager at Bechtle Mannheim shares his testimony about the project.

● Challenge

Deployment of an ITSM solution to deliver IT management and support services to a large client in the finance sector.

● Solution

Implementation of iTop with customized data structure and connectivity to the clients' highly secured systems, leveraging the expertise of a certified partner.

● Benefits

Fast integration with the customer environment and successful launch of the new services within 3 months.

Early 2022, Bechtle Mannheim was **commissioned by a large banking institution** in Germany for the provision of IT management and support services. The selection of an ITSM solution was a key aspect of the project. The tool would not only have to help operate the service, but also **interact smoothly and securely with the customer IT environment**. Having immediate access to expertise on the tool was also a challenge, as a fast ramp up was requested.

● A flexible ITSM solution

In the context of the project, Bechtle Mannheim had to select an ITSM solution that could meet the **stringent security and data privacy requirements** of the banking sector. They were looking for an on-premise solution that they could securely connect to their client's own ITSM system, based on HP Service Manager. In short, the key requirements for the ITSM solution were : a flexible configuration management database (CMDB), the capability to interact with other tools and to import data.

Bechtle Mannheim first heard about iTop from their parent company. Indeed, Bechtle AG has been using iTop internally for many years, with the **effective support of ITOMIG**, an iTop certified partner, for consultancy and development services.

"Our headquarters colleagues were satisfied with the iTop solution. iTop also ticked all the boxes of our major requirements. And we knew we could get expertise on the tool from ITOMIG", Markus Peter recalls.

Bechtle Mannheim therefore decided to **rely on iTop to deliver IT support services** to their large banking client.

● Customization of objects and data formats

To provide the expected services, Bechtle Mannheim deployed iTop and integrated it with its customer existing environment, following two principles:

- **Helpdesk/support:** tickets are created in the customer system and are transferred to iTop through REST API Webhooks
- **IT components management:** Configuration Items (CI) are managed in Bechtle's iTop CMDB and are pushed to the customer system.

The team had to overcome some rigidity in the customer's tool in place. **Data extraction was not easy and straightforward.** *"We had to adapt and customize a few objects in iTop to enable data exchange with the customer system. Overall, iTop provided the expected flexibility and was quick to integrate",* Markus Peter comments.

ITOMIG provided very efficient support to Bechtle during the integration phase. The iTop certified partner specifically provided technical training. They also helped with the development of **data import and synchronization processes** with Webhook and API calls. *"The support from ITOMIG is great and they are very quick",* Markus Peter adds.

● Supporting fast ramp up and scalability

Thanks to the flexibility of iTop and the support of ITOMIG, Bechtle Mannheim was able to meet the quick implementation schedule requested by their client. The iTop based ITSM solution was integrated and **put in production in less than 3 months!**

Bechtle Mannheim thus started operating the service for their client on July 1st, 2022. *"After the rush to meet this tight deadline, we had*



iTop is an open-source solution for managing IT production infrastructure. The iTop database (CMDB) describes the information system components and their functions (hardware, virtual units, software assets). iTop's service catalog provides a description of ITSM processes – incident/help desk management, change requests, etc. – monitors them, and ensures that they run smoothly.



ITOMIG is an international, independent consulting and service company. ITOMIG's services are mainly centered around iTop, open-source IT Service management solution, and their ITIL certified "iTop Professional Plus" solution. iTop and ITOMIG have a long story, as ITOMIG has been the exclusive OEM partner of iTop in Germany, Austria and Switzerland since the very beginning.

*a bit of stress as the customer users created a lot of tickets from day one. But **iTop is not complex to use**. So we could quickly educate our people on the new ticket lifecycle and processes. ITOMIG also helped train our agents",* Markus Peter explains.

9 months after the service launch, 110 people at Bechtle were using iTop to provide support for that single banking sector client. They had processed 21 000 tickets and the iTop CMDB was populated with nearly 40 000 configuration items. *"**iTop just works** and was stable in a very short timeframe",* Markus Peter states.

Last but not least, Bechtle also values iTop's economic model, as **software costs remain constant** when volumes and the number of users increase. *"The volume of users, configuration items, tickets is quite important, but there is no budget impact, it is scalable",* Markus Peter concludes.