



Image: EGGER

SUCCESS STORY

EGGER

“The experts at SNP Business Landscape Management GmbH had the extensive expertise and consulting capabilities with SAP Solution Manager to enable the rapid deployment and global usability of IT Service Management processes at EGGER.”

Thomas Berger, Head of SAP Basis, EGGER

Deployment and Optimization of Service and Support Processes with SAP Solution Manager 7.1

About EGGER

Fritz EGGER was established in 1961 and has around 7800 employees. The family-owned and -operated company maintains 17 sites across Europe, where it manufactures the full range of wood-based products (chipboard, MDF and OSB) and timber for flooring, building products, interior design and furniture. Its total revenue from the 2013/2014 financial year amounted to EUR 2.35 billion. It serves furniture makers, specialty wood sellers and home improvement stores worldwide. EGGER products can be found in countless areas of personal and public life: kitchens, bathrooms, offices, living rooms and bedrooms.

SAP® Solution Manager had been used at Fritz EGGER as an IT Service Management (ITSM) tool for SAP and non-SAP systems and applications since 2005. EGGER wanted to design and deploy consistent processes for all users, regardless of whether they used SAP. SNP experts achieved this goal by employing SNP Add-Ons and optimizing process usability. SAP Solution Manager – the central ERP system for the IT organization (ERP4IT) – was also used to monitor SAP Basis.

Further information: www.egger.com.

The Challenge

The project called for the implementation of a central tool to enable worldwide use of all IT Service Management processes (incident, problem and change) for EGGER's infrastructure and SAP environment. Also, it required the deployment of a centralized, standardized reporting mask to ensure seamless error reporting without data re-entry and trouble-free collaboration between IT units.





The Solution

Functionally upgrading SAP Solution Manager to 7.1 included implementing and configuring SAP CRM Web UI transaction types for incident and problem management as well as SAP Change, Citrix Change and General Change in Change Request Management.

The legacy BSP portal solution was integrated to ease the transition for end users.

The Web UI was optimized in various respects to raise user acceptance in the IT organization. This included preparing information relating to the person reporting the problem, assigning tickets to user departments, routing the ticket to the support team through categorization, and pre-assigning projects in Change Request Management. Mouse-over elements were added to the SAP Web UI to quickly display support team information (e.g. support team members). Shortcuts were also incorporated to reduce the number of mouse-clicks needed to process a ticket. Two basic ticket types were created: SAP and non-SAP. The ticket type can be changed with certain implications for the ticket.

Yet another challenge entailed activating explicit searches for SAP and non-SAP areas in order to simplify ticket processing. Legacy transaction types were integrated in the SAP Web UI search engine, along with access to the classic SAP GUI. Customizing eliminated old, unnecessary transaction types from the search function.

Additional SAP CRM Web UI components were integrated to enable the use of email pop-ups and internal notes when forwarding email notifications. Ticket histories were also integrated so all support team members would be on the same page and present one face to the customer.

In addition to integrating external sources, the project team also instituted escalation management for Change Request Management in order to prompt individuals to take certain steps within the process as required by their role and the ticket's status. These individuals included the tester during a test and the approver during the approval process.

The Advantages

- Ability to use SAP ITSM processes in line with ITIL best practices
- Smooth, seamless working in all IT areas
- Improvement of ticket quality by integrating ITSM in the SAP and Office environments
- Better user satisfaction thanks to faster ticket processing