



“The successful combination of Helpdesk and System Management and the holistic approach helps us to minimize the loss of production. The DeskCenter Management Suite has proven its worth in practice.”

Holger Rozanski
Volkswagen AG

Volkswagen AG

What motivates people to excel? What lies concealed beneath the bonnet of a car? And who will determine the economy of the future? The Volkswagen Group is one of the world's leading automobile manufacturers and the largest carmaker in Europe. The Group operates 61 production plants in fifteen European countries and a further six countries in the Americas, Asia and Africa. The car models Golf, Golf Plus, Touran and recently the Tiguan are built in the company's headquarters Wolfsburg. The Volkswagen Group already manages in Wolfsburg 1.850 clients and 33 helpdesks with DeskCenter Management Suite.

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DeskCenter[®]
Management Suite



Finally united.

Implementation of the DeskCenter Management Suite

2.500 Microsoft Windows based computer systems are responsible for controlling the production process. These systems are operated in a 3 shift system with a production amount of more than 300 vehicles per shift. Only one single system failure would stop the whole production process and cause a serious financial loss. To minimize downtimes, it is important to ensure a gapless and fast recovery of failed systems. This can, among others, be attained by a complete and flawless documentation. To coordinate the Volkswagen staff sufficiently, an optimal service and helpdesk management is inevitable. For the tasks in systems and service management, a software solution had to be found that is, on the one hand, made in a modular concept and, on the other hand, offers a holistic approach for all problems in the Wolfsburg plant.

After testing a series of products, they found out that none was able to fully meet the requirements of Volkswagen, especially in the area of system documentation and service management. The company considered the DeskCenter Management Suite to be the best approach finding the right software solution. This consideration was based on the fact that the modules for Hardware and Software Inventory, Asset and License Management, File and Contract Management, System Management, Software Deployment and Helpdesk were already available in the DeskCenter Management Suite. Only the Service and Document Management, which was part of the requirements, could not be provided in the first place. Volkswagen and DeskCenter Solutions agreed to develop the required modules. DeskCenter decided to integrate the new modules seamless into the DeskCenter Management Suite. Since then, Service Management and Document Management are available to all users in the basic version of the product.

After only six weeks, the software was fully productive. Volkswagen is a great practical example for one of the main advantages of the DeskCenter Management Suite: the quick productivity. Additionally, the employees learned how to use the new software in a 5-day training on site. The fast integration into the workflows and the short implementation time also lead to the fact that the extra costs of the project were reduced to a minimum. Today, Volkswagen successfully uses all modules of the DeskCenter Management Suite.

DeskCenter[®] Management Suite

Modules in use:

- Hardware Inventory
- Software Inventory
- License Management
- Asset Management
- Documentation
- System Management
- Remote Control
- Software Deployment
- OS Deployment
- Patch Management
- ITIL Helpdesk
- Service Management
- Integrated Reporting
- DeskCenter .Web

DeskCenter[®] Solutions

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