

# Streit Service and Solution

- ✔ Only four weeks to complete implementation
- ✔ SAP and Microsoft Outlook integration
- ✔ Robust dashboards, including technicians' workload, stock orders, customer contracts, and more.

Formed in 1951, Streit Service and Solution, based in the Black Forest in the south of Germany, provides companies with office supplies and furniture and a range of office support services.

## The Challenge

As part of its division covering printer and copier maintenance and repair, Ms. Frances Gutmann joined Streit in 2012 to lead the development of the company's services and to improve service quality. "When I joined, there was no central system that held all necessary information for customer contracts, service level agreements or what specific devices were installed with which customers. This knowledge only existed in our technicians' heads. In addition, our customers were demanding an improved quality of service. At the time, we had no reporting capabilities so we could not verify negative, or positive, feedback from customers. We could not prove our value as a service provider," explained Ms. Gutmann. "The situation had to change."



## The Solution

Ms. Gutmann set out to establish, within five years, a 'five star' service center. This included more standardized processes, reporting capabilities to identify and track key performance indicators, and the implementation of an IT service management (ITSM) platform to manage service delivery.

Ms. Gutmann's requirements included: the ability to interface with SAP® and Microsoft® Office®; ITIL® framework certification; web portal and mobile device support; and a flexible license model. She also required an implementation partner with vision and in-depth ITIL framework knowledge.

"For our requirements, it was important to recognize that it is a device, such as a copier or printer, requesting assistance, not an individual," said Ms. Gutmann. "This affects the entire workflow for our technicians and how the ITSM solution needs to integrate with our leading IT system, SAP. This was key." Streit currently supports roughly 7,500 office machines located throughout the south of Germany.

Following a tender process, the team at Streit narrowed down 20 possible solutions to just two, ultimately selecting Cherwell Service Management as its ITSM solution and Prevolution GmbH, a Cherwell Partner organization based in Hamburg, for the implementation.

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"What I like about Cherwell Service Management is that you don't need to be a programmer to configure the tool, you can expand your use of the tool without additional costs, you can easily understand the user interface, and it's based on the ITIL® framework."

**Ms. Frances Gutmann** Service Leader, Streit Service and Solution

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## The Results

Cherwell Service Management was implemented in just four weeks. This included all configuration work (completed in-house) and Prevolution providing the bi-directional interface to Microsoft Exchange® (to synch all technicians' service call appointments between Cherwell Service Management and Microsoft Outlook and vice versa, including updates and changes). An external SAP Specialist provided the bi-directional interface to SAP, the system Streit uses to manage and order spare parts. Within each ticket, technicians can order spare parts, directly via SAP, acknowledge receipt of replacement parts, which triggers a service call appointment in SAP, and input feedback. With the integration, technicians can check that parts are in stock and that warranties are in place without the need to copy and paste information.

"The forms within Cherwell bring information directly from our SAP system and display this to our technicians," said Ms. Gutmann. "And, both our Cherwell and SAP systems are automatically updated at the same time so the information is kept accurate, consistent and complete, which helps us to deliver a better service. Our technicians get assignments straight into their calendars. All parts, warranties and customer contracts can be quickly and easily checked. We now have full records of all customer interactions."