

- ✓ Increase in service quality
- ✓ Decrease in processing and licensing costs
- ✓ Flexible adaptations and adjustments by own employees
- ✓ Integration with current SAP environments
- ✓ High, future proof security thanks to interfaces

In 2015, Munich Airport handled approximately 41 million airline passengers. It is one of the largest workplaces in the German state of Bavaria with 550 companies operating within its total area of 1,500 hectares. 32,000 employees work within Munich Airport with 8,900 of these working for the Airport itself. With the April 2016 opening of the new Midfield Terminal, capacity has increased to more than 50 million airline passengers.



The Challenge

Munich Airport's IT service management (ITSM) team provides a centralized on site IT service, supporting both the IT needs of the Airport itself as well as the IT needs of all 550 companies operating within its domain. With the requirement to deliver many different services and to manage a diverse range of requests and incidents, the Airport's service management team was facing ever increasing costs. This was due to modification, configuration and customization work, which then presented problems when it came to upgrading the existing service management tool to a newer version. System updates were both time intensive and costly.

Each year, a total of 180,000 IT service tickets are created and processed. These include requests and incidents of all kinds, such as the provision of the flight information displays, an employee request for a laptop, through to IT equipment for an airline customer.

The Airport's IT team therefore decided to undertake a complex and ambitious project, entitled "ITSM 2020," which aimed to establish a uniform and future-oriented IT service management system that would effectively and efficiently serve all areas of Munich Airport.



The Solution

"We evaluated various bidders in a two stage process conducted on the basis of the European Union tendering procedures. Cherwell was able to hold its own against other ITSM solutions both technically and in terms of price. What really convinced us was the integration with SAP as well as the smooth, unproblematic updating to new releases," explained Jörg Westermair (Head of Operations & Services, IT Service Area, Munich Airport) on the decision to select Cherwell® Service Management software. "We are delighted to be able to independently adapt and adjust the solution ourselves to any changing requirements where necessary and with incredibly low manpower."

The Cherwell implementation happened over two phases. Phase I consisted of first conducting comprehensive IT and process analyses. This was undertaken in close cooperation with Cherwell Software service partner Plain IT AG. Following this, Plain IT AG worked with the airport's IT team to set clear requirements for the new ITSM system.

In Phase II, Cherwell Service Management software was integrated into the airport's existing IT systems. The adaptations, adjustments, process mapping and combining of the operating systems, which had originally been separate, was all undertaken in parallel to the day-to-day operations of the IT team, meaning the team was not subject to any restrictions or hindrance by this activity.

“In a European Union tendering process, Cherwell was able to hold its own against other ITSM solutions both technically and in terms of price - and what's really left a lasting impression on us, is the integration with SAP and the smooth, unproblematic updating to new releases.”

Jörg Westermair, Head of Operations & Services, IT Service Area

The Results

With the Cherwell implementation, Munich Airport's IT service management team has achieved even better service quality while being able to further reduce its processing and licensing costs. Moreover, the team has been able to assign clear responsibilities and has put in place better communication processes/channels. The process for managing IT tickets has been further developed and improved, resulting in a new service level being achieved. Tickets from other departments, such as human resources, facility management, finance or corporate communications, are recorded and immediately forwarded to the appropriate employee. This new process has been welcomed by employees and the Airport's management team.

Thanks to Cherwell Software, staff have created dashboards for IT processes, enabling them to generate reports and continuously monitor service quality. In the past, staff needed to leverage third-party software to complete this same work.

With the official introduction of the Cherwell platform in March 2013, both the commercial and technical processes between SAP and Cherwell were newly organized and integrated. During the migration process to Cherwell Service Management Software, the IT team harmonized redundant and high maintenance systems.

The scheduling of technicians occurs on the basis of data stored in the Cherwell system, commencing with the right office for a cable connection through to the exact location

of IT equipment in the various buildings and areas. The management and administration of complex expansion projects and assignments is also processed centrally in Cherwell.

Since the solution was implemented in 2013 and thanks to the flexibility Cherwell provides, Munich Airport has expanded it (without help from consultants) and has integrated its business processes. During the coming years, Munich Airport intends to progressively integrate all of its IT systems into Cherwell and continue to improve its business model to achieve further process streamlining and reduced processing costs.

“With the Cherwell platform, we're well equipped for the future. It's really reduced our fears about future challenges to our industry and expected developments such as within the Internet,” Jörg Westermair explained. “Cherwell is an excellent solution for mid-sized companies that need the flexibility to be able to scale up as demands on their business grows.”

Munich Airport was awarded the Service Globe Award 2014 for its project “ITSM 2020: the service desk as a value adding partner for customers and IT organizations”. This prestigious award is given to European companies that are proving to be very innovative when it comes to finding new ways to improve their IT services and offer their customers an outstanding service desk.