

Success Story

Worldwide control and integration of all IT service processes on a single platform



Kapsch TrafficCom, headquartered in Vienna, Austria, manages 280 toll installations in 41 countries. 70 million transponders on 18,000 lanes that must perform around the clock to ensure toll is billed correctly. All systems worldwide are monitored and operated using SolveDirect's solutions. Kapsch TrafficCom is constantly expanding as they win new projects and add new partners to support those projects. In July Kapsch TrafficCom laid the foundation for successful expansion of their U.S. Business through a ten-year contract with E-ZPass Group, who operates the world's largest interoperable toll system.

Challenge:

Management of various local Partners and heterogeneous Systems

Kapsch TrafficCom faced the challenge of having many different projects that involved multiple partners using different service management systems. Working with multiple partners and systems limited the collaboration and manageability of the service delivery process. This led to difficulties in accessing information between service partners, limited process transparency and made automated end-to-end reporting, required by government authorities, nearly impossible. The bigger and more complex the toll structures are, the more important it is to have clean and complete documentation available for solving incidents. Without this, you can not effectively monitor and operate all systems worldwide or implement a cross-continental support.

Executive Summary

Kapsch TrafficCom AG

- Provider of Intelligent Transportation Systems (IST)
- 2,200 Employees
- Revenue: € 550 Million

Challenge

- With every new toll project new local partners are involved and have to be integrated into the service process
- Time-critical projects with government authorities and individual requirements
- Cross-continental support structures

Solution

- SolveDirect ServiceGrid: a cloud based Service Management and Integration Platform for seamless end-to-end service processes
- Multi-tenant system for project specific implementations

Benefits

- Management of international service processes via one central platform
- Rapid implementation of time-critical projects and quick integration of new partners
- Cost efficient extension of new projects enables growth and increases profit

Time is also a critical factor when deploying and operating toll systems. Projects need to be implemented rapidly, and by defined deadlines. Delayed projects are not tolerated by government authorities. Additionally, incidents have to be solved quickly in daily operations. Kapsch TrafficCom has used SolveDirect since 2004 to meet these challenges.

Solution:

Integration on one central platform

If one of the components involved in a complex toll system malfunctions, toll collection fails and revenue is lost. SolveDirect provided Kapsch TrafficCom with a platform that introduced simple integrations between the different ticketing systems of their service partners and Kapsch branches as well as ITIL compliant implementation of regional service processes. The integration of all of these parties improved the efficiency of troubleshooting and service delivery. Because local projects and service departments use different workflows, they have been implemented in separate SolveDirect tenants. Local partners either work in their project-specific tenant, using the ServiceGrid Portal, or in their own system that has been integrated with Kapsch to sync incidents in real time. In the ServiceGrid Portal, Incidents are visible to the 'Maintenance and Support Center' and are forwarded automatically to external service providers whenever necessary. In addition to the central 'Maintenance and Support Center', there are several international 'Technical Support Centers' located in Argentina, Sweden and Australia, that provide services for a variety of toll projects. This organizational structure requires interdepartmental service tickets to be seamlessly and automatically processed. This is enabled by SolveDirect by mapping workflows between individual processes.

The multi-language capability of the solution guarantees efficient collaboration with local partners. There are no disruptions in the service management process and important incident information is visible at any time. In addition to the incident process, the problem, change and release processes are managed and completely documented with SolveDirect ServiceGrid. In order to deliver services efficiently, ITIL processes are fully integrated automatically. For example, all incidents that belong to one problem are automatically updated and all necessary changes to solve a problem are consolidated into a single Release. The resulting cross-tenant ticket structure enables precise planning and transparent tracking of the processes within the international support organization.

>> „Integration of all international service processes, different systems and various local partners on one platform has enabled enterprise-wide management of support processes and a central system for operating all installations worldwide. We can actively manage our partners and subcontractors , implement time-critical projects successfully and benefit from high transparency and end-to-end reporting. “<<

Ing. Gerhard Hudecek,
 Vice President Technical Operations
 Kapsch TrafficCom

Kapsch TrafficCom processes more than 140,000 tickets per year on the SolveDirect platform.

Result:

Enterprise-wide Management of Service Processes and successful Implementation of time-critical Projects

New projects are integrated quickly and easily with this flexible SolveDirect solution. This has resulted in significant time and cost savings. Kapsch TrafficCom can reuse an individually defined set of standard processes for new implementations and can also make adjustments themselves. Kapsch TrafficCom doesn't have to invest any time in planning and implementing hardware adjustments because SolveDirect ServiceGrid is a SaaS solution. IT capacities are available immediately on the SolveDirect public cloud and the implementation of a new project can start right away. By using SolveDirect, integration of a local partner is completed in four weeks, while other systems take least four month.

The integration of different systems and organizational units onto one single platform enables extensive reports and enterprise-wide process control. Automated reporting for numerous government authorities and implementation of international support organizations is realized with SolveDirect.