

ASAP

A HOLISTIC SYSTEM- AND SERVICE MANAGEMENT

The integration of NetEye & EriZone at ASAP

WÜRTHPHOENIX
NetEye

WÜRTHPHOENIX
EriZone

Company:	ASAP Holding
Industry:	Automotive
Headquarter:	Ingolstadt (Germany)
Internet:	www.asap.de

THE CHALLENGES

ASAP Group has been founded in 2007. Active in the automotive industry, over 1.000 employees generate a turnover of more than 85 million Euros.

In its IT strategy ASAP with EriZone and NetEye choose to adopt a holistic and integrated approach for all Monitoring and Service process.

THE SOLUTION

- › Integration of the System- and the Service-Management procedures with the integration of NetEye and EriZone
- › Automated workflows for the Asset Assignment within the Access-Management-Modul
- › Integration of all Asset-Management features into the CMDB (Configuration Management Database) of EriZone
- › Reduced timeframes for new incident and request registrations
- › Routing of the requests and assignments of the right ITIL typology based on the selected category

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It's the holistic approach in IT Service and System Management that convinced us: EriZone und NetEye are the right tools needed to deliver superior service processes within our IT and towards the customer support.

Sven Nosse, IT Manager at ASAP

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