

>> FIDUCIA IT AG

Comprehensive Management Consulting and Implementation Support for the IT Service Management Strategy



FIDUCIA IT AG

Fiduciastraße 20
76227 Karlsruhe
Germany
Phone +49 721/40 04-0
Email: info@fiducia.de
www.fiducia.de

Customer profile

The FIDUCIA Group is one of the ten leading IT suppliers for financial service providers in Germany, as well as an IT competence centre and the largest IT service provider in the cooperative financial services network. With approx. 2,900 staff, the FIDUCIA Group achieved a turnover of € 692 million in the financial year 2007. The core business of the FIDUCIA Group is the provision of IT services for some 800 cooperative banks and agricultural banking cooperatives, for the central institutes and companies of the cooperative financial services network and for private banks. The FIDUCIA Group's core areas of expertise lie in the operation of data centres with the highest security levels using modern mainframe technology, open system and Unix technology as well as in the development and implementation of integrated IT solutions.



Initial situation

The core business of the FIDUCIA Group is the provision of IT services. These services necessitate sophisticated IT infrastructures and system landscapes. Such infrastructures are complex to operate, essential features being an overview of the relationships between services and business processes, as well as consistent data inventories and supporting applications. Furthermore, they must be able to meet the highest security and quality standards – such as the protection of confidential data and a 99%+ availability of the services. This led to the challenge of creating internal structures and performance units which will fulfil the external demands and specifications effectively and efficiently.

Implementation

To continue to meet the high demands of its customers in future, FIDUCIA IT defined and initiated a comprehensive overall strategy. Among other things, the projects, IT in Motion (ITiM) and IT Service Management (ITSM), were launched to implement this. "IT in Motion" reinforces strategic tasks and creates optimum organisational structures for the configuration and procedures in order to remain competitive and to provide future-proof

services. To this end, FIDUCIA IT optimised existing business processes, orienting them to ITIL® best practices and then aligned internal services to them. Classic examples are processes such as IT asset, configuration, service level and capacity management. Other points on the agenda include continuing to standardise the IT in the data centre for the operating processes and for the services being provided. Specialist projects were initiated from ITiM to implement this within predefined timeframes. The IT Service Management programme supports the organisational activities by provisioning the required ITSM applications and combining them in an integrated management system environment. To begin with the focus was on introducing a CMDB and a system for the IT asset management (ITAM) in a manufacturer's suite. Further processes are integrated into this, such as change, incident and problem management. FIDUCIA IT has also implemented the new service level management (SLA) for bank clients which integrated the already established regular supply of reports about SLA fulfilment, through an SLA portal as part of the newly created SLA/OLA reporting mechanism. Within this programme, MATERNA first of all advised on working out a "big picture" for the ITSM as

well as on deriving, evaluating and deciding on an overall strategy. The projects which were derived and initiated from the overall strategy were continuously synchronised and checked with regard to the strategy as part of MATERNA's comprehensive consulting services. MATERNA fulfils project management tasks and provides support on strategic and specialist levels. These tasks range from defining and introducing process procedures through to tendering, selection and evaluation of products used to implement support for system functionalities. In order to fulfil the very complex and interlinked requirements and to provide them with structured and efficient support, MATERNA uses Service Excellence – their tried and tested consulting methodology.

Advantages

- Comprehensive consulting services from the ITSM overall strategy through to specialist support for strategy implementation
- Controlling the complex and specialist interdependencies with structured and methodological procedures
- Implementation of comprehensive best-practice know-how