

» Air Navigation Services of the Czech Republic

Remedy Platform with Asset Management Extensions



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of the Czech Republic

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Customer profile

Air Navigation Services of the Czech Republic (Řízení letového provozu, ŘLP ČR, s.p.) provides services for flight operations in Czech Republic airspace and at the airports of Praha-Ruzyně, Brno-Tuřany, Ostrava-Mošnov and Karlovy Vary. This includes the following activities: flow control of the airspace, organisation and control of air-space use, search and rescue services, information services, ensuring operation and maintenance of the infrastructure for providing the services and guarantees for vocational training. The main customers are Czech Airlines, Lufthansa, KLM, British Airways, Travel Servis, EasyJet, Air France, Swiss International Airlines, Smart Wings, Sky Europe, Aeroflot, Ryanair, Alitalia and Austrian Airlines.

Initial situation

Air Navigation Services of the Czech Republic (ŘLP) works with a quality management system which monitors operational and support activities. This also includes the part of the IT which supports management tasks. The company is planning to continue to extend its IT in the direction of ITIL® (IT Infrastructure Library®) and to run all its IT services and processes on the basis of the internationally recognised methodology for IT service management (ITSM). Because the previously used ITSM applications were not able to fully meet the new requirements any more, the IT experts at ŘLP were on the lookout for a new system.

In the past there had been different databases and applications in the helpdesk and for monitoring IT components. This meant that it was difficult to integrate data which in turn made controlling for incident and problem management difficult.

Implementation

The existing helpdesk application needed refreshing and an asset management application had to be introduced for the first time. The integration of the systems had to be optimised as well. To implement this ŘLP was looking for an external supplier who would support them with the step by step implementation of the service processes for PC operations and the administration of the IT systems.

ŘLP has been using Remedy Help Desk from BMC for several years now and has extended it regularly. MATERNA had already been working for ŘLP for many years and helped the company, among other things, to define their ITIL processes and then implemented them. The BMC solutions proved to be the most suitable and MATERNA was once again brought on board as the implementation partner.

The new asset management application was adapted individually to meet ŘLP's needs. The asset management application provides significantly more than expected as standard. ŘLP has created so-called worksheets for processing tasks. These are allocated to technicians and form the workflows for installation, returned technology, allocation of installation parameters and handover reports. The workflows for worksheets help them to coordinate all the tech-

nicians' and administrators' tasks quickly and simply. ŘLP has also integrated information about projects and planned investments in the asset management.

In addition, the integrated database with details of helpdesk incidents and the IT components used has been linked to the business intelligence solution from Cognos. With the aid of this tool, ŘLP generates detailed evaluations about the IT, which serve to provide better planning for changes and renewals of hardware and software.

ŘLP is extremely satisfied with the applications and the cooperation with MATERNA.

Advantages

- Quick generation of status reports and evaluations about individual processes and about the solving of incidents, problems and service requests
- Better overviews of solutions, resources capacities and the quality of the individual IT components
- Better planning for changes and renewals of hardware and software