

• CASE STUDY



COMPANY-WIDE IT ASSET MANAGEMENT

Motor und Turbinen Union in Friedrichshafen makes IT goodwill transparent

> Initial Situation and Aim

MTU Friedrichshafen is one of the world's leading manufacturers of large diesel motors and complete transmission systems. Two names have shaped the history of MTU Friedrichshafen up to the present day: Maybach and Count Zeppelin. Their pioneering feats revolutionized engine technology. With 6,700 employees, MTU achieved a total turnover of 1.3 million euros in 2003. For a clear overview of 6,800 IT systems, MTU has been using the IT Asset Management tool from USU since 2002.

IT assets were already being managed from the beginning of the 90's onwards in an IT inventory management system called RZ-Anlas. This hierarchical database system ran on an MSV Host operated by T-Systems, like the PPS system CIMOS.

Host operation ceased in January of 2004 with the introduction of the SAP „Motorenbau“ module on a Windows platform. The company issued a wide-ranging call for proposals for a replacement for RZ-Anlas. The specifications included functionalities such as a graphical user interface, the ability to create individual workflows, the mapping of decentralized processes and, in particular, the system's ability to integrate. In the summer of 2002, MTU decided on the IT Asset Management product Valuation, from USU, due to the specialist requirements, spatial proximity and convincing product philosophy.



The first bi-fuel fuel cell. It is run with natural gas, methanol, or both.

> The Project

The project began in October 2002 with the definition of milestones and classification of the IT assets. One challenge was to remodel the hierarchical data inventory into a relational data structure, and then to migrate this structure.

The system went live as expected on April 1, 2003 on an SQL basis. All servers, scanners, printers and network devices are managed in addition to the PC systems and their components. During the course of implementing SAP, MTU used a new web-capable HelpDesk tool, Realtech. An interface providing up-to-date asset data was developed for this. Using an SQL view, the HelpDesk employees can see all relevant data about a system – an excellent foundation for efficiently processing the around 150 tickets that arise each day.

In recent years, MTU has leased all its IT systems for 3 years each. Therefore, assets are constantly being exchanged and replaced. Exact classifications of the devices should help minimize effort during processing, and so each individual device is labeled with a barcode. In order to automate the exchange process, which is done twice a year, a complex exchange workflow was implemented. It had to be possible to change the type of system flexibly, transfer all non-technical data to the new system automatically and to archive the data about the old device.

In the case of new installations, a reference number for SAP PM is created at the same time as a system is created in Valuemation, so that Installations can provide a network connection via a batch interface. Since the end of 2004, both special workflows are complete and support the IT procurement processes at MTU.

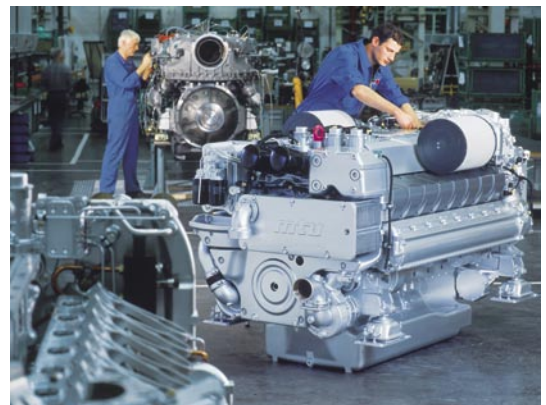
> Conclusion

Stay as close as possible to the standards – that was the condition laid down by the management at MTU – despite the two specially implemented processes for procurement. In addition to employee training, around 20 days of consultation were required.

IT Asset Management not only provides a transparent, detailed representation of IT assets. It also simplifies and accelerates the planning and rollout of systems – a very important aspect, considering the leasing model. System changes are done by technicians on-site or via the intranet. The consolidated data also form the basis for flat rate accounting of IT services via SAP.

„Without detailed knowledge of the hardware that is actually installed at the company, and without knowledge of its configuration, IT management is like flying blind in fog. With the right tools, like USU's Valuemation, the view is clear. As a manager, you can see what the current situation really is, make clear statements about usage and costs, and set reasonable targets.

Via the integrated interface to the HelpDesk tool, reported errors or requests are forwarded directly to the IT team with the corresponding workstation data. „This reduces the amount of communication needed and increases transparency in the HelpDesk,“ says Wolfgang Rid, director of IT Production at MTU Friedrichshafen.



16V 2000 Common Rail with 1,790 kW (2,400 bhp)