

CompuGroup Medical SE & Co. KGaA

# Self-Service Portal

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- Locations
- Products



- **CGM** consists of **> 50 Business Units**, as well as, Group Central Services (~ 6.300 employees worldwide)
- Locations in **18 countries**, Products in **56 countries**
- Over **1.5 million** health professionals as users

## Goals

- Best provider of IT solutions for higher quality and efficiency in the healthcare system
- Worldwide market leader in MIT (Medical Information Technology)
- High profitability

January 2019

No user oriented Self-Services

Predominantly paper- and e-mail based workflows without SLA controlling

No fully featured client management in place

No license Management

No Asset Management

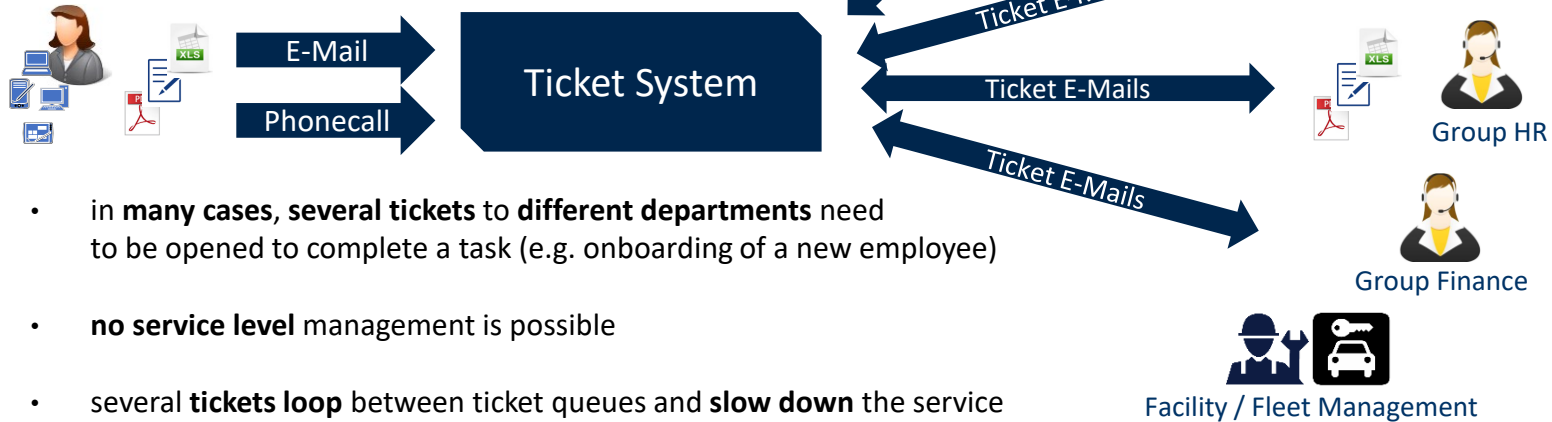
No Ressource Steering

No Configuration Management



„Limited“ satisfaction of Employees and Business Units

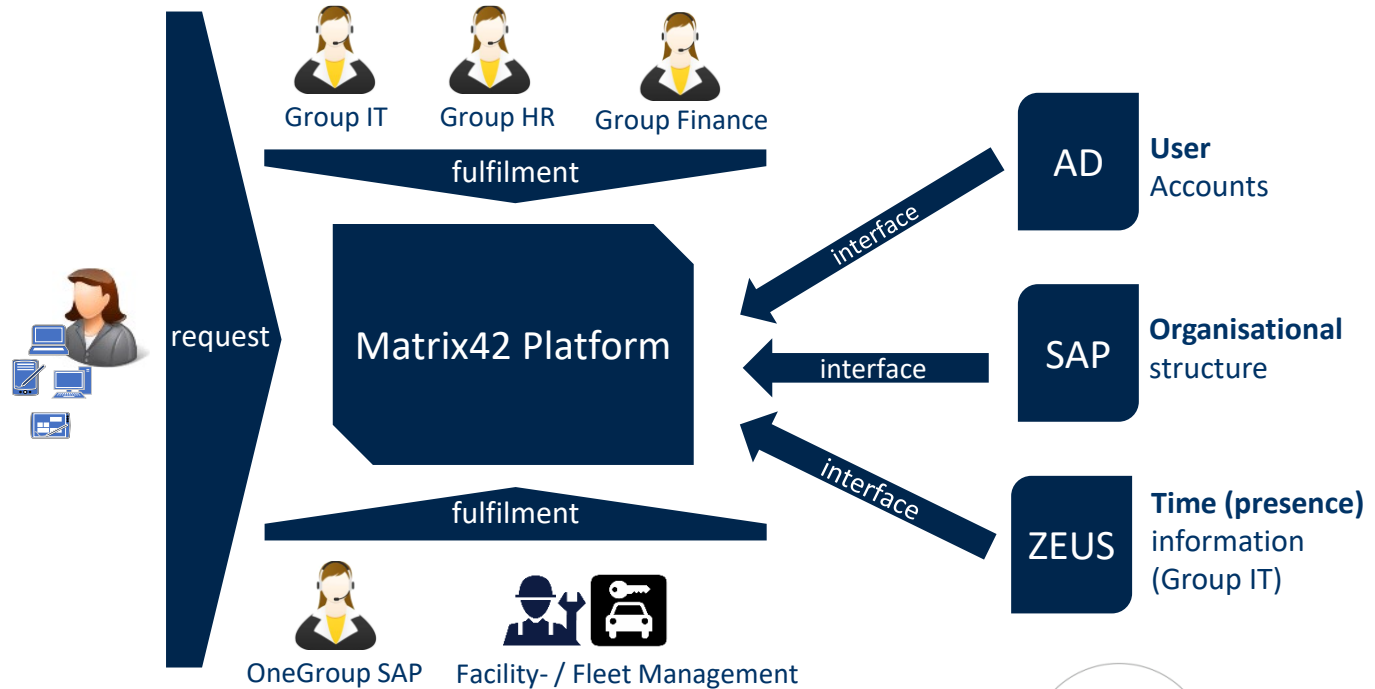
- **standard ticket system** is used to process requests from the End User to **different internal departments** via E-Mail or Phone Call (Group IT requests)
- **non-structured** E-Mail requests for Group IT need to be **dispatched manually**



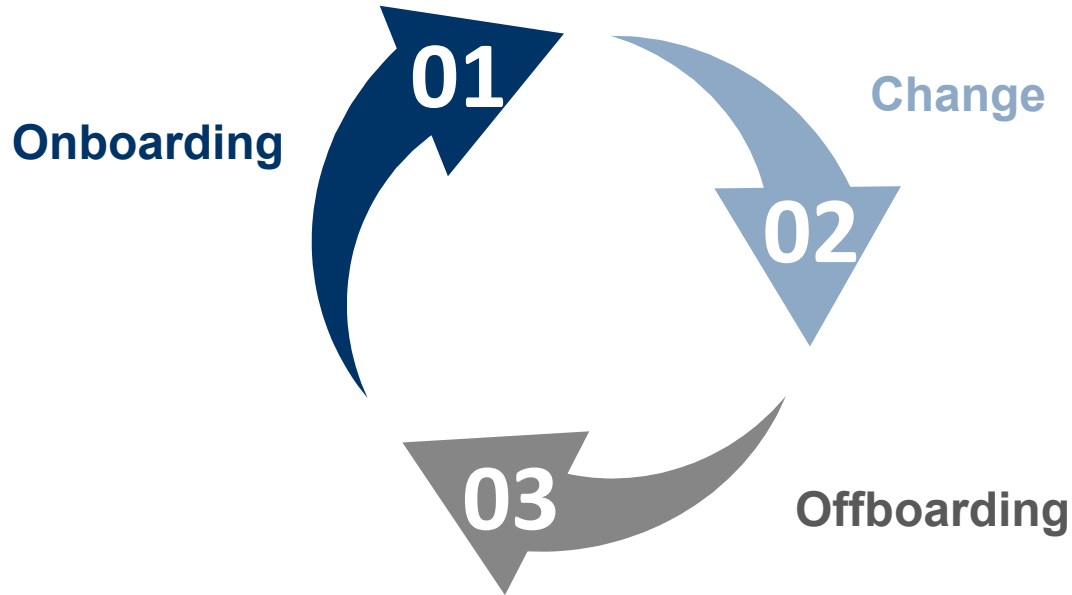
- in **many cases, several tickets** to **different departments** need to be opened to complete a task (e.g. onboarding of a new employee)
- **no service level** management is possible
- several **tickets loop** between ticket queues and **slow down** the service process
- **no resource management** for Group IT, **no steering** capabilities available

## Implementation Enterprise Service Management

- **one web based platform for users and agents**
- **integrated workflows**
- **one service portal for non-IT and IT-requests**
- **Service Management**
- **Asset Management**
- **License Management**
- **Service Catalog**
- **Self Services**



Services for the Self-Service Portal according to „Employee Life Cycle“



## HR Services – Old Process for new employees

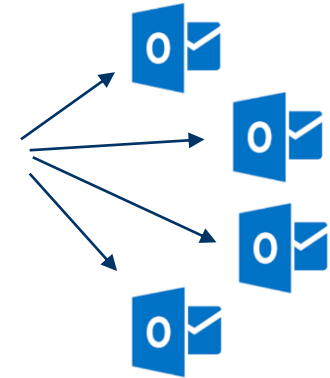


New Employee



Hiring Manager

- *Contract*
- *Office*
- *employee identity card*
- *workplace equipment*
- *Computer*
- *mobile phone*
- *parking lot, company car*
- *Access rights*
- *etc.*



- **different forms and tickets** for every partial step of the process needed
- approval by written signature needed (printing, signing, scanning)
- **no Status overview, no service level agreement**

- ➡ **high risk of losing information, lack of transparency, missing equipment / permission rights on 1st day**
- ➡ **high process costs due to longer, manual work steps**

## HR Services – New Process for new employees



### Raising Efficiency by:

- **synchronizing** and **combining** internal processes
- **triggering several persons in different teams** at the same time to work together on one process
- implementing and tracking of **service level agreements (SLA's)**
- **Realtime Status tracking**
- automation of manual steps
- **self service Portal / knowledge base**

➡ lowering process costs

➡ increase employee satisfaction



since Go-Live **03.12.2019**

- > **800** users and tickets daily
- > **70** Self-Services implemented (incl. On- & Offboarding)
- fully stacked **IT-Catalog** (Hardware & Software)
- Applications used:
  - Self-Service Portal
  - Service Desk
  - License & Contract Management

- Roll out On- and Offboarding in all countries (creation of standards)
- Implementation of Asset Management
- Introduction of additional Catalogs (e.g. Interface to Office Depot for Office Supplies)

**Thank you for your attention**

**Questions?**

