



From patchwork IT to a holistic “IT ERP System”

How GRIMME is reaping the benefits of transparency and data clarity with Matrix42 Enterprise Service Management.

About GRIMME

Since its foundation over 160 years ago, the GRIMME agricultural machinery factory in Damme has grown from a blacksmith's shop to an international group of companies with more than 2,850 employees. GRIMME develops and produces innovative machines for more efficient potato, sugar beet and vegetable harvesting. The company slogan, „Harvesting success together!“, is also reflected in its collaboration with Matrix42 and its implementation partner, neo42. Matrix42's newly launched Enterprise Service Management software is a holistic and integrated solution that comprises Service Desk, Service Catalog, Software Distribution, and License, Asset and Contract Management modules.

The Challenge

When the collaboration with Matrix42 began in 2012, GRIMME had no integrated software in place. „It was all piecemeal and we basically managed tickets through Outlook mailbox, with no transparency behind them. So we didn't know which tickets were still open when we were on vacation, and which

ones had already been processed,“ says Martin Linnemann, Team Leader IT Support. The lack of ticket documentation and the manual approach to managing multiple solutions were just two of the many challenges the IT team was facing. There was also a lot of manual software installation, which was extremely time-consuming. There was some software distribution in place, but it was not really sustainable. There was also no way to look back and evaluate anything or provide any meaningful information to IT- and business management about the team's workload. „At that time, asset management was handled with a PHP/HTML list. Everything was managed manually, with no automation or accurate inventory,“ says Linnemann. „So, the initial question was how we could get rid of this patchwork infrastructure and introduce an integrated solution that would give us the transparency and data clarity we wanted,“ he summarizes.



„We use the buzzword „IT ERP“ to illustrate how important this solution is in improving the operational excellence of our IT.“

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Martin Linnemann, Team Leader IT-Support, GRIMME Landmaschinenfabrik GmbH & Co. KG



The Solution

Before selecting a provider, the IT management team looked at a range of different applications, both fully integrated (service and client management from a single source) and from two different providers (connected via interfaces). They then conducted demos and introductions with a smaller group of vendors. „We quickly decided on the integrated solution from one vendor. From our point of view, we could see that Matrix42's solution was more modern, more flexible and faster in terms of being able to develop it further,“ says Martin Linnemann. During 2012, GRIMME implemented Matrix42 Enterprise Service Management in about six months. „Currently, we use many of the applications within Enterprise Service Management, including the Service Desk, Asset Management, Service Catalog, and License and Contract Management modules,“ says Linnemann.

With the help of these modules, it is now possible to perform a wide range of tasks, such as:

- ▶ Linking assets/inventory and master data with the help of the Service Desk.
- ▶ Ordering software and virtual machines, as well as generating defined host names via the Service Catalog.
- ▶ Evaluating inventory data in terms of documented licenses with license management.
- ▶ Installing software and operating systems using Matrix42 UEM Empirum.
- ▶ Enabling remote control sessions via FastViewer.

„We find working with neo42 very enjoyable because their consulting and sales people are on the same wavelength as us, which means the way they work is also similar. We don't have to explain things in detail; our colleagues at neo42 understand us and can help us quickly with consulting and implementation. It's a perfect fit for us.“

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Martin Linnemann, Team Leader IT-Support, GRIMME Landmaschinenfabrik GmbH & Co. KG

The Benefits

In addition to the classic time and money saving benefits delivered through standardization and automation, and reduced risk through improved compliance and security processes, Matrix42 has given GRIMME significantly greater clarity over the workload of its IT support staff. There is also more transparency when it comes to IT service requests, their status and ticket documentation. „This has definitely lowered costs, although we can't measure the precise amount. Profitability was never the focus, it was always more about transparency and simplification of the organization and our processes," says Linnemann.

The Result

GRIMME's current focus is clearly on enterprise service management. „That's where the most is happening at Matrix42, and if we look ahead, Enterprise Service Management is the functionality in which we will invest the most time and resources," notes Martin Linnemann. At the same time, GRIMME has not yet optimized its use of license and contract

management. „This is a topic that will keep us very busy next year," he concludes. It's another aspect of how GRIMME's IT is further expanding digitization both internally and externally, and ensuring that all available IT services and information are presented simply and communicated quickly to users.

Benefits for IT Administrators:

- ▢ Inquiries about user faults are received and documented at a central location.
- ▢ Detailed information on users, the hardware being used, software that is installed, etc., is always available.
- ▢ Existing tickets are linked, and communication with users is centralized.

Benefits for Users:

- ▢ All requests and faults are transparent and centrally documented. Orders are processed conveniently via the Service Catalog. There is complete transparency over all the available IT services.

Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and secure the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloudbased workspace environments seamlessly into existing infrastructures.

www.matrix42.com

neo42

Since 2010, neo42 GmbH has been realizing projects in Unified Endpoint Management, Enterprise Service Management and Software Asset Management, from consulting to implementation and subsequent support. Specializing in the solutions Matrix42 Secure Unified Endpoint Management, Microsoft Endpoint Manager as well as VMware, neo42 also offers its own software products in addition to comprehensive customer support and training. As a permanently growing IT system house, neo42 GmbH is headquartered in Wiehl, near Cologne. neo42 serves the DACH region remotely with a team of almost 60 people.



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