



# Organizational (I)Transformation powered by Matrix42

How the WITTMANN Group created a single point of contact between IT and users with ITSM from Matrix42.



## A global unit for IT

Strong inorganic growth and the acquisition of the Battenfeld company in 2008 meant Gerald Danko had two IT departments to manage when he started as CIO at the WITTMANN Group in 2021. His vision was to forge a single Wittmann Group IT out of them, creating, "The best of both worlds". As a service provider, this global unit uses its IT solutions to support the growth and success of the Group, a worldwide player in injection molding technology that operates in every important plastics market.

The use of multiple channels including three ticket systems, e-mails, teams, etc., meant there was no uniform coordination of IT operations across the company. Gerald Danko and his team started with a clean analysis of the basic processes, such as IT operation faults, using "dry training" without software, in collaboration with partner Hillside. "I had done something similar before and had very good experiences with Hillside," says Gerald Danko about the choice of partner. "It was clear that we needed a common ticket system, but initially we didn't even want to talk about a tool," Danko continues. "First



we described the processes and ran a lighthouse project with the infrastructure department. In the Autumn we built the service catalog with Hillside and evaluated three software products. Then, in December 2021, the decision was made in favor of Matrix42," Gerald Danko continues.

### Flexibly assigning tasks at any time thanks to a unified service desk.

In January 2022, the team began setting up all the processes in the ticket system. Work on the service desk started as early as May. "The incident management process is already working well. We are currently establishing problem and change request management," says Gerald Danko, describing the next steps. In the meantime, IT is working across the board, and synergies are becoming apparent relatively quickly, especially when it comes to the unified service desk. "If two colleagues in Vienna are not available, then tasks are forwarded to their colleagues in Kottlingbrunn or in Germany, and vice versa," Gerald Danko explains. Knowledge management is a key



function within the Matrix42 solution. "We started by documenting how we arrive at solutions and what solutions exist overall," says Gerald Danko, emphasizing the importance of the knowledge base. First and foremost, it's about commenting on more complex tickets in the follow-up and tagging them so that others with a similar problem can learn from them. It's not just the IT department that benefits from this feature. "We also use knowledge outside of IT in the project planning and service departments to quickly communicate the relevant knowledge to new employees in the form of a wiki," says Gerald Danko.

### Breaking down silos and promoting active team building.

The real challenge in software-based business process optimization is corporate culture. It's only human that everyone has built their own sanctuary in their own location. "In the beginning, I always heard, 'No,

there's no way we can help each other, it's very different there than it is here.' Of course, I can't expect one colleague to be able to support another at a different site from one day to the next," Danko says. Team building activities are therefore taking place behind the scenes to encourage everyone involved to work together. "Hillside offers us great support because they not only take care of the technical implementation, but they also know and understand how to overcome these social challenges," says Danko.

**Matrix42's solution seemed the most flexible to us, including the pricing model. It was simple and easy to understand compared to other products.**

Gerald Danko, CIO WITTMANN Group

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**I have to admit, I underestimated the human factor a bit. Active collaboration with all the affected employees is essential for the implementation of IT solutions to be successful in terms of optimizing business processes.**

Gerald Danko, CIO WITTMANN Group

## Web frontend and onboarding process for users.

The next goal is to unlock the Service Portal, which users can use to report faults. "Many of our customers don't know what a service portal is. That's why we are planning to launch a big information campaign. We will inform customers what the Service Portal is, what happens in the background and why it makes sense to use it," says Gerald Danko. The advantages are obvious: users benefit from good traceability and transparency. Later in the summer, the onboarding process can be used to order services such as hardware and access authorizations with a simple approval workflow. The ticket system is currently being set up manually in Matrix42 and will run automatically via the service portal in the future. There, users will see their open tickets and the respective processing status. Ultimately it will be possible to order hardware, add users and assign authorizations automatically during the onboarding process. As a result, WITTMANN benefits from time savings, shorter process runtimes, lower costs due to the elimination of redundant systems, and improved compliance and security processes.



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For us, Matrix42 is the solution par excellence for making global working possible. It was important to us that the solution could be extended relatively easily and that standard changes could be automated. In addition, users should be able to order hardware themselves

with a simple approval workflow. Hillside supports our Matrix42 solution to enable all of this, and it's great that everything comes from a single source.

Gerald Danko, CIO WITTMANN Group

## Simplify and Secure Digital Work

### About Matrix42

Matrix42 helps organizations digitize and increase the security of their employees' workspace. Its Digital Workspace Experience software manages devices, applications, processes and services simply, securely and compliantly. The innovative software seamlessly integrates physical, virtual, mobile and cloud-based work environments into existing infrastructures.

[www.matrix42.com](http://www.matrix42.com)



The Hillside IT consulting group is an established international IT service management service provider based in Klagenfurt, Austria. Since 2004 Hillside looks back on extensive industry experience in the segments Enterprise Service Management, IT Service Management, Information Security Management, IT Controlling and EDI. As an innovative company in a growing, constantly changing industry, Hillside has great flexibility. Quality, vibrant structures and a high degree of adaptability are key factors for long-term success. Under the sidion Group Holding umbrella, Hillside acts as a consistent, reliable partner for its clients. The Hillside team serves more than 400 satisfied customers throughout Europe and develops IT organization solutions for a wide range of industries. Holistic and simple - based on proven approaches and know-how that has grown over decades.



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