

MATRIX42
SMARTER WORKSPACE – BETTER LIFE



Mobility Carsharing case study

mobility
car sharing

Mobility Carsharing manages workstations, licences, assets and contracts with Matrix42

More and more drivers in Switzerland use car sharing rather than having their own car. One of the providers for this kind of service is Mobility Carsharing Switzerland. The company serves over 120,000 customers with a fleet of more than 2,700 vehicles distributed over 1,400 locations. Its car sharing system is designed for simple, affordable and fully automatic self-service use around the clock. The same principle applies to Mobility's IT service management as regards setting up, terminating or changing employee accounts, licence management, administration of maintenance and support agreements, as well as asset management. Mobility Systems + Services, the wholly owned subsidiary of the Mobility cooperative, teamed up with Matrix42 to redesign and reorganise all these areas in 2011.



Mobility Carsharing Switzerland

Mobility Carsharing Switzerland is headquartered in Lucerne. The company was established in 1997 through the merger of the ATG AutoTeilet Genossenschaft and ShareCom cooperatives founded in 1987. Mobility Carsharing provides its 120,300 customers with 2,700 vehicles at 1,400 different locations. The self-service shared cars are available around the clock. At present, the company has 186 employees. In 2014, Mobility generated a consolidated turnover of 71.4 million CHF, an EBIT of 5.4 million CHF and an annual profit of 3.9 million CHF.



Challenge

Up until 2011, Mobility Carsharing mainly used spreadsheet lists for processing newly hired or departing staff, performing licence and asset management, and administrating support and maintenance agreements. The objective was to replace this outdated procedure with a comprehensive IT service software that would simplify the order process on the customer side while also reducing the internal IT expenditure.



Solution

The Matrix42 Service Catalog allows Mobility to cover all approval processes required for setting up or changing accounts of current, new and departing employees. Matrix42 License Management provides an extensive overview of current licences and licensing requirements. The Asset Management module offers anytime transparency into the location, ownership and status of hardware. The Matrix42 solution for managing support and maintenance agreements stores the contractual documents together with an overview and informs users about expiring contracts.

Online shop-style order procedure

Until 2011, Mobility handled authorisations for new employees and changes or processing of departing staff using spreadsheet macros in a so-called user authorisation form combined with e-mails. This meant that users could not keep track of the progress on their requests, because the forms kept moving around or rested idle at various points along the processing chain. This made it very hard for IT to provide the requested services as required and on time. 'We wanted an automated service that maps the entire process from HR through to acceptance by the employee. The idea was to make the IT service as simple as placing an order with Amazon,' says Thomas Purtschert, IT Infrastructure Manager at Mobility Systems + Services, sketching the objectives that gave rise to the Matrix42 project. As the company was already operating Empirum, it made sense to partner with Matrix42 once again. Furthermore, Matrix42's Service Catalog proved itself to the car sharing company.

Unusual approach

'The way we connected with Matrix42 certainly deviated from the standard procedure. Most companies will probably start with the Service Desk. But for us, the way we did it was precisely the right approach,' continues Purtschert. The managers in charge first got together with the HR department and a Matrix42 consultant to define the entry, termination and change processes based on process maps. Today the entire workflow runs in an automatic manner. When a new employee enters the company, HR kicks off the process by storing personnel data in the system. The employee's superior selects the suitable 'package' or 'function' from the Service Catalog. If, for instance, the employee is part of the customer service back-office team, the superior can simply choose the package that corresponds to this function and then send off the request. All IT services required for this function have been predefined in the system. After its implementation, the solution has been successively expanded to allow users to request additional programmes, e-mail accounts or hardware – while the required approval workflow is maintained in the background. Purtschert elaborates: 'Today, we control all requests for authorisations, hardware etc. entirely with this tool. Both the IT staff and the approx. 200 users are highly satisfied.'



Matrix42 enables us to map all IT services and provides us with the required level of transparency over all relevant statuses and processes.'

Thomas Purtschert
IT Infrastructure Manager | Mobility Systems + Services



Licence management automation

As regards licence management, Mobility also aimed to replace the spreadsheet solution, which relied on manually calculated licence requirements, with a sophisticated solution. 'We strongly depend on having a full overview of all required licences at any time. While the new solution involves some manual controls and licence management know-how, I am always fully informed of current licences as well as licence agreement expiration dates, and I know if any particular licence needs to be renewed or can be terminated. Thanks to a system inventory check performed by Empirum, which indicates the licensing requirements, we are always aware of the current licensing situation. Considering that we are operating approx. 150 systems, this is a critical function,' says Purtschert.

Full control over asset management as well as support and maintenance agreements

After introducing Matrix42 licence management, it made sense for the company to link asset management and licence management. Up until then, asset management had been performed using a static spreadsheet inventory list. In the past, support and maintenance agreements, too, had been managed in a central spreadsheet list and simply stored in a folder. Thanks to the Matrix42 solution, Mobility now has a system in place that stores documents together with an overview and provides information on expiring contracts.



The new system has helped to greatly reduce our IT expenditure. Better yet, I get the whole picture of all resources in use without the need to navigate unwieldy spreadsheet lists. All the information I need for proper supervision and management is provided at a glance.'

Thomas Purtschert
IT Infrastructure Manager | Mobility Systems + Services

Matrix42 AG

Matrix42 is a top provider of workspace management software. The company offers forward-thinking solutions for modern work environments under its 'Smarter workspace' motto. More than 3,000 customers around the world, including BMW, Infineon, and Carl Zeiss, currently manage approximately 3 million workstations using workspace management solutions from Matrix42.

Matrix42 operates successfully in seven countries – Germany, Austria, Switzerland, the Netherlands, the United Kingdom, Australia and the United States of America. The company's headquarters are in Frankfurt am Main, Germany.

Matrix42's products and solutions are designed to manage modern work environments simply and efficiently – across physical, virtual, and mobile workspaces.

Matrix42 focuses on user orientation, automation, and process optimisation. The company's solutions meet the requirements of modern employees who want to work from any location using a wide range of devices, while also addressing the needs of IT departments and businesses.

Matrix42 offers its solutions to organisations across different sectors who value forward-looking and efficient workspace management. The company also successfully collaborates with partners who provide on-site consultation to Matrix42 customers. Some of these leading partners include TAP.DE Solutions GmbH, Consulting4IT GmbH, and DSP IT Service GmbH.

For further information, visit: www.matrix42.com

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