

Turbo for IT Services: massive increase of performance thanks to ISO 20000 within three years

Siemens AMC MSE is one of the ISO 20000 pioneers in Europe and increases its productiveness by two thirds. Big synergies with quality management.

(March 2010) – The strings of application management conducted in 20 European countries converge at Siemens AMC MSE in Vienna. About 110 applications are centrally managed there. In 2009, the workload of the Siemens Application Management Center Mid South Europe abruptly doubled when the field of responsibility was extended from SAP or ARIS Audit Manager to all the applications of the CEE locations. What is remarkable in this respect is that Siemens AMC MSE responded to the challenge by only slightly increasing the number of employees.

Pole position due to standardization

“This enormous increase in performance by altogether almost two thirds was possible because we had, in the previous years, standardized and consistently optimized our processes by using ISO 20000 on the basis of ITIL,” reports Bernhard Karollus, Head of Compliance, Risk and Process Management at Siemens AMC MSE while adding “Thanks to this, we were prepared and could take over the new tasks relatively rapidly and with relatively few problems.”

Cost brake: more capacity at the same expenditure

The applications, whose number amounts to about 110, are managed acc. to ISO 20000 by using 14 processes and four methods. This is done so efficiently that continual process optimization has even helped to create capacity for taking other additional 40 applications without significantly increasing the costs. “Standardization at change, incident, problem and configuration management yields the advantage that defined methods and tools make it possible to take over additional tasks without increasing the expenditure of time to the same extent,” explains Erich Scheiber, Managing Director of the accredited Certification Body CIS, which does not only offer certifications but also trainings in this field. According to Erich Scheiber, ISO 20000 creates transparency and flexibility on the basis of role profiles and job assignments – i.e. who is responsible for what and who can take over what. Thus Siemens AMC MSE, an IT provider that is mainly focused on its internal customers, also makes a contribution to profitability of the overall group. For cost advantages will be passed on to the buyers.

On the fast lane thanks to ISO 20000 – all over Europe

When Siemens AMC MSE implemented both ISO 20000 and ISO 9001 in 2006 and was certified by CIS in 2007, the Standard for IT Service Management had only been published a short time ago. “It is true the requirements placed by the mother company were first focused on standardization according to ITIL. Nevertheless, Siemens AMC MSE decided to go for certification acc. to ISO 20000 right from the beginning and thus was one of the pioneers all over Europe,” says Area Manager Torsten Andres.

Pit stop: The Certificate makes single evidence unnecessary

And this has good reasons: “Even though we act as a service provider within the company group, certification yielded important advantages,” emphasizes Bernhard Karollus. “In the field of medical instrumentation, the Siemens Healthcare Area utilizes our systems to document processes that are relevant to the products sold externally. The Certificate acc. to ISO 20000 has made it unnecessary for us to furnish single evidence required by the customers.” Still another advantage yielded by the Certificate recognized on an international scale refers to the maturity checks, which are made within the company group and are similar to an internal revision. As Bernhard Karollus puts it, “Thanks to ISO 20000, we automatically meet all the requirements relating to maturity. Now the Headquarters in Munich also requires the other Application Management Centers to be certified according to ISO 20000 so that maturity checks can be discontinued.”

Synergies with quality management: tens of thousands of certificates

The Standard for IT Service Management ISO 20000, which has not been published until 2006 and thus still is relatively young, is based on ITIL (IT Infrastructure Library) and therefore addresses a large bandwidth of enterprises – even SME’s. Besides, the IT Standard creates important synergies with quality management: “Tens of thousands of companies are certified acc. to ISO 9001 all over the world. When integrating IT Service Management in an unified system, these companies can save their expenditure by up to 30 per cent by means of organizational and technical coordination,” explains CIS General Manager Erich Scheiber. ISO 20000 makes quality conforming to ITIL and efficiency of IT services visible to the customers by means of the Certificate. The pioneers relating to ISO 20000 do not only include industrial corporations and insurance companies but also smaller and medium-sized IT providers or software companies.