IT controlling with DeltaMaster – Full control for the **NORMA Group**

Highlights

Utilization analysis based on Active Directory data

Mapping of compliance key figures

Ticket reporting via complex helpLine data

DeltaMaster Kiosk used to visualize reports in the helpdesk locations

Predictive analytics

The NORMA Group uses DeltaMaster to perform originator-based IT cost allocation for more than 5,100 employees. That ensures a high degree of transparency regarding IT compliance, IT costs, and the quality of IT service management.

The NORMA Group is an international manufacturer of fastening technology. It supplies more than 10,000 customers in over 100 countries, including companies from the mechanical engineering, shipbuilding, agriculture, and pharmaceutical industries. The NORMA Group has around 5,100 employees at more than 60 international production sites and sales offices.

DeltaMaster used by almost every department

The NORMA Group has been using the integrated business intelligence suite Delta-Master for analysis and reporting for the past nine years. More than 600 employees from almost every department use the Delta-Master applications, especially from sales. They access the applications by using the Citrix-based environment NORMA Cloud Connect. The main reason why the company chose DeltaMaster was that it allows combining different data sources in a standardized form. At NORMA, there existed a heterogeneous system landscape that initially comprised eleven different ERP systems. Ease of use, adaptability, and quick application creation were other factors in its favor. DeltaMaster helps NORMA by reducing the number of data sources, simplifying data access, and ensuring the information is extremely transparent and easy to understand, for example.

Challenges of internal IT cost allocation

Transparency was the objective what the Group's management wanted to achieve regarding IT costs, particularly with regard to originator-based cost allocation. "We started by developing a DeltaMaster application for analyzing the utilization of application systems such as AS/400 and AX 2009 or the CAD programs with their high license fees. We take measurements on a weekly basis, always on Sundays, by certain criteria obtained from Active Directory. The results are mapped in varying degrees of detail, e.g. at the level of the location or the individual user," explains Fabian Winter, internal BI consultant at NORMA. "The locations receive a monthly invoice based on actual consumption as calculated using Delta-Master." Other key figures are also calculated, such as the average number of services used per user and location.

Compliance key figures are mapped in a further step. Among other things, these figures provide information on the number of computers using Windows 7 as their operating system or requiring an update or the installation of the latest version of anti-virus software.

Complex ticket analysis

DeltaMaster was also used to implement an application for IT service management (ITSM). "The aim was to continuously monitor service delivery to provide us with an overview of technical and timing issues at all times and allow us to identify potential improvements – globally across all regions. For this purpose, we run relatively complex ticket evaluations using data from the

"DeltaMaster has established itself as one of our core IT applications. Around 60 IT employees are now using the solution for IT controlling tasks. Reports are prepared up to Management Board and Supervisory Board level."

Fabian Winter, NORMA

helpLine software system," Winter explains. Typical questions answered with the help of DeltaMaster include:

- How many tickets are there and for which services?
- How long does processing take?
- Are we complying with the service level agreement (SLA)?
- Where are the most tickets generated? At which of the three global service desk locations?
- Which applications have the largest backlogs?

"In the past, it was often the case that a team would process a mailbox by having every team member pick out the ticket they wanted to process at that given moment," Winter explains. "Our reporting means we can now see at a glance when tickets are not currently assigned and hence not being processed. We have established a ‚first in, first out‘ rule, meaning that the oldest ticket must be processed immediately regardless of whether it is a ‚nice‘ job or not. That has allowed us to reduce the number of backlogs significantly. Moreover, we can see exactly why a backlog has built up, e.g. because we are waiting for a change or because of supplier-related delays."

To permanently present analysis results, DeltaMaster Kiosk is used to visualize information landscapes on large-screen monitors and entire monitor walls with an impressive level of detail. Different DeltaMaster reports with data from various database systems can be combined and presented using a single interface. The display is automatically updated at defined intervals for a near-real-time overview of current developments.

NORMA's three helpdesks in Germany, Poland, and the USA use the presentation platform to provide information on the number and type of tickets and the processing status. The data is updated every 20 minutes. The helpdesk in Poland controls the entire day-to-day business of first-level and partly of second-level support using live reports from DeltaMaster visualized on four large-screen monitors.

Predictive analytics and IT budgeting

NORMA also uses DeltaMaster for forecasts, e.g. when determining the necessary software licenses or hardware capacities for the anticipated development. "Our company has an extremely high volume of e-mail: around a million emails a month. Together with the archive, this means a data volume of 14 TB. We can work out what the volume will be in six months from now, taking into account a certain growth in our workforce, and put the necessary infrastructure in place to ensure that we will have sufficient hard drive space, for example," Winter explains.

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