# FIT for IT

**The EBM Telematik AG are the third Swiss company to receive the »ISO/IEC 20000-1« certification.**

The ISO/IEC 20000-1 standard defines requirements for IT service providers to comply with changing specifications for IT. Specifications regarding the steering and controlling of IT from a legal, business and technical point of view often pose a serious challenge. Therefore the IT needs to be more customer and service oriented.

The EBM Telematik AG set itself the goal to meet these changing specifications and to guarantee high-quality IT services through a modern Quality Management System. The BOC Group and their software tool ADOIT were chosen to be the ideal support for this project.

*« We see this initiative as an investment in our company's future »*

(Hans Ruf, Project Leader IT Service Management, EBM)

**Facts and figures:**

**Company name**
EBM Telematik AG
**Headquarters**
Münchenstein, CH
**Employees**
28
**Industry**
Telecom and IT
**Website**
www.ebm.ch
**Project Name**
ISO/IEC 20000-1
Certification

## EBM Telematik AG: Changing Strategy

EBM Telematik AG's strategic direction blazed the trail to become a Service Provider instead of Technical Provider. This path was initiated by the alignment to the IT Infrastructure Library (ITIL®) a year ago. The ISO certification was the logical next step to stay capable of competing, especially in the business field for external business customers. An important mile stone was the evaluation of process modelling software to later define and inter-relate the required processes. Explicit descriptions of interactions, activities and generic systems were essential criteria within the evaluation and for the parametrisation of the IT Service Management Software. Finally the program ADOIT of the BOC Group was chosen, being the product that fulfilled all their requirements.

## Project Content at EBM

Based on the best practices of the IT Infrastructure Library (ITIL®), which is fully available in ADOIT as reference processes, all internal IT service processes were consequently aligned to the ISO/IEC 20000-1 standard. The intuitive handling of ADOIT allowed everybody involved to independently generate the models after just one day of training at the beginning of the project.

BOC provided great experience and support throughout, especially during the establishment and administration of the IT processes organisation.

**A BOC Success Story**

# IT-based Management Solutions for Your Success

www.boc-group.com

## Strengthening Service Orientation

Hans Ruf,
IT-Service-
Management,
EBM

»The transparency and execution of our processes was noticeably improved through the application of ADOIT. We now know what we perform day-to-day and where we should be focusing our attention on making further improvements. The biggest challenge was the strengthening of service orientation in the heads of our employees. Through the ISO certification at EBM Telematik AG and the ITIL® Foundation Certification of all our employees, we were able to establish a sustainable service orientation in the company. The vast experience and expertise of the BOC employees along with their willingness to fulfil all our requests was greatly appreciated by everyone involved.«
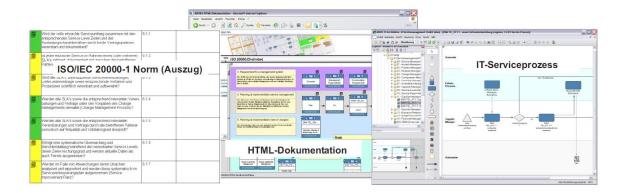
## The Results

**Company own Best Practices**: These internal Best Practices were developed by documenting and analysing all relevant IT processes with ADOIT and by integrating ITIL® compliant role models.

**Process Assessment with ISO checklists**: The flexibility of ADOIT allowed EBM to directly represent the required ISO/IEC 20000-1 standard in the form of Checklists. Therefore the Checklist available in ADOIT could be interlinked with the process documentation. Tracking of the processes progress and a continuous assessment are now possible.

**Audit Documentation**: All the process documentation can now be automatically supplied in safe versions to the employees via Intranet and to the Auditors in the form of HTML documentation.

**Service-Oriented Employees**: The process oriented approach creates a stronger awareness for efficiency, customer orientation and company culture for all the staff.

*«The requirements were totally fulfilled by the product ADOIT of BOC. »*

(Hans Ruf, Project Leader IT Service Management, EBM)

Web: www.boc-group.com

# IT-based Management Solutions for Your Success

BOC
www.boc-group.com