

Service Desk Intelligence takes reporting to the next level at amigon

High ROI at first phase of implementation



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Amigon, part of Alpha Group, provides all companies within the Alpha Group with the necessary IT support and develops and runs innovative future-oriented IT concepts.

With a network throughout Europe, the Alpha Group is the European Lead Logistics Provider specialized in combined logistics services for food and non-food articles through all temperature zones. The holding Alpha Management is located in Duisburg, Germany and combines 38 Alpha Companies under its “roof of competency”.

During the summer of 2005 amigon purchased Westbury’s Service Desk Intelligence solution. This solution consists of the Report Manager module which offers a set of over 100 predefined reports on configuration, incident, problem, change and service level management and the Dashboard Manager module which makes it possible for HP OpenView Service Desk customers to implement personalized dashboards that monitor key controls and track historic trends, like for example key controls related to services, ITIL process maturity or workgroups.

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Due to time constraints amigon decided to break up the implementation process in two phases. First the implementation of the Report Manager module was performed.

With the help of Westbury consultants the implementation and training of the Report Manager was performed in only a few days. During this time results were already visible, reports that previously took a lot of time to configure could now be created in a matter of minutes.

“We are very pleased with the reporting capabilities of Service Desk Intelligence, says Mr. André Langer, Manager Service Desk at amigon. “Building a reporting tool ourselves would have taken twice the cost. Service Desk Intelligence has excellent functionalities and the amazing results enable a quick ROI. We have high expectations for the second phase of this project”.

Amigon will shortly move to phase two of the Service Desk Intelligence implementation adding sophisticated Dashboarding capabilities.

About Alpha Group

The Alpha Group as Lead Logistics Provider is specialized in combined logistics services for food and non-food articles through all temperature zones.

With its European network the Alpha Group has been responsible for the distribution of goods for e.g. quick-service restaurants, super- and hypermarkets and the gastronomical needs of cinema chains for already 25 years.

For more information: www.amigon.de

About Westbury

Founded in 1998, Westbury has established itself as a leading provider of Service Management Optimization software and services for the HP OpenView platform. Our certified solutions enable IT organizations to drive continuous improvement of their service delivery capabilities which results in increased insight in the value of IT for the business, improved IT processes (efficient and effective) and higher customer satisfaction.