

# Bilfinger Global IT GmbH

## Boosting productivity of IT Ops



*“Enterprise Alert complemented our Microsoft SCOM with effective and targeted IT service alerting. Derdack’s built-in on-call duty scheduling and the automated duty payment processing increased our overall productivity significantly.”*

Daniel Schoppmann, Project Lead, Bilfinger Global IT GmbH

### Background

Bilfinger SE is an international leader in industrial services. Bilfinger Global IT GmbH is the global IT service company for all departments of Bilfinger SE. Global IT advises and services clients on all IT subjects, develops and operates IT solutions for the entire corporation. Global IT is the IT business enabler for Bilfinger SE delivering comprehensive and modern IT applications.

### Situation

As part of modernizing IT monitoring Bilfinger Global IT was looking for a solution to consolidate and centralize IT services alerting. Microsoft SCOM needed to be complemented with comprehensive and flexible alert notification capabilities. At the same time, management and scheduling of on-call duties done with Lotus Notes needed to be replaced and improved.

### Solution

Derdack Enterprise Alert enabled Bilfinger Global IT GmbH to implement effective IT alerting processes and on-call duty planning as well as the automated payment processing of on-call duties.

Enterprise Alert routes alerts from SCOM to the responsible teams, enriches alerts with information from a custom CMDB and considers personal notification preferences (email, IM, Push) when delivering alerts to IT workers. IT staff can acknowledge alerts „on-the-go“, by replying via Email or IM or by using the Derdack mobile app. SCOM

alerts can thus be assigned and even closed without opening the SCOM console.

On-call duties are conveniently and quickly scheduled via the Enterprise Alert built-in drag & drop planning tool. With the mobile app, IT staff is provided with an anywhere access to the „who is on call“ overview. Based on the created duty calendar Enterprise Alert calculates additional duty compensation for each IT worker participating in on-call duties. These data are calculated monthly and are submitted to the SAP system for salary processing.

### Benefits

Derdack helped Bilfinger Global IT to increase the overall productivity of typical tasks in IT operations:

1. Rapid and location-independent acknowledgement and assignment of major and critical IT alerts by mobile app, email, IM or Derdack alert console. This increases transparency and workload distribution within IT teams.
2. Various Derdack features like de-duplication and alert filtering increase effectiveness and acceptance of IT service alerting.
3. Automation of formerly manual tasks like processing of on-call duty hours, payout calculations, validity checks and corrective tasks lead to significant time savings in multiple teams.

### Client

Bilfinger Global IT GmbH,  
Germany

### Industry

Industrial Services

### Business needs

- Consolidation of IT service alerting
- Effective scheduling of on-call duties
- Improve compensation calculation for on-call duties
- Integration with System Center Operations Manager

### Business benefits

- Targeted alerting of IT personnel
- Improved transparency of incident management
- Convenient on-call scheduling
- Highly automated payment processing of on-call duties
- Much higher productivity of IT operations

### Learn more

[www.derdack.com](http://www.derdack.com)

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