

Effective IT support for Siemens Tecnomatix

HOW ICARUS OPTIMIZED SUPPORT THROUGH A CENTRAL TICKET SYSTEM

At a global automotive group, effective IT support for the Siemens Tecnomatix suite, a planning and simulation software, was essential. Recurring user queries and problems arose at various locations that could not always be resolved locally. There was an urgent need for centralized expert support to ensure smooth process execution.

Objective

- Implementation of a centralized ticket system
- Fast and effective problem solving for all locations
- Ensuring stable operation of the software solution

Proceed

- Introduction of a multi-level ticket system
- Problem analysis and solution finding in 1st, 2nd and 3rd level support
- Meticulous documentation of all processing steps in the ticket system

Result

- Efficient resolution of all reported problems
- Ensuring stable software operation
- Increased user satisfaction through error-free operation



"Challenges are accepted, problems addressed, and solutions developed. Friendly and competent. ICARUS, they take care of things."

KEY USER

SD-TB-001

👤 Christian Schnarr

✉ christian.schnarr@icarus-consult.de

🌐 www.icarus-consult.de

© ICARUS Consulting GmbH - Friedrich-Penseler-Strasse 10 - 21337 Lüneburg



ICARUS