

ATLASSIAN + ARVATO SYSTEMS

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JOHANNES SIEBZEHRÜBL

Chief Operating Officer of MultiCloud and Infrastructure

arvato

BERTELSMANN

Arvato Systems

Arvato Systems boosts efficiency and empowers employees with Jira Service Management

On a quest to end bad service management, Arvato Systems added Jira Service Management to bridge silos, boost efficiency, and better serve everyone.

 **ATLASSIAN**



ARVATO SYSTEMS

As an internationally active IT specialist and multi-cloud service provider, Arvato Systems supports well-known companies in their digital transformation. As a team, they develop innovative IT solutions, bring their customers into the cloud, integrate digital processes, and take over the operation and support of IT systems.

INDUSTRY

Internet & Software

LOCATION

Germany

NUMBER OF USERS

1,000-5,000

SOLUTION PARTNER

veniture

ATLASSIAN PRODUCTS & APPS



Jira Service Management

Collaborative IT service management

THE CHALLENGE

Silos between development, IT, and business teams were slowing Arvato Systems down and making it harder to deliver stellar service to employees and customers.

THE SOLUTION

The company extended their Atlassian platform by adding Jira Service Management as an agile, future-proof ITSM solution with the flexibility, integrations, and workflows they needed.

THE IMPACT

With more knowledge sharing, visibility, and autonomy, teams can connect more efficiently, deliver more effectively, and manage workflows without a developer.

An endeavor to end bad service management

Chief Operating Officer of MultiCloud and Infrastructure (MCI) Johannes Siebzehnrübl has seen the impacts of bad service management firsthand, and he wanted a more modern, effective solution for his teams at Arvato Systems.

As the IT and digital transformation arm of Bertelsmann (one of the world's largest media conglomerates), Arvato Systems had unintentionally developed silos between development, IT, and business teams, and their existing ticketing solution wasn't robust enough to meet their needs. Plus, its lack of integration was slowing them down and making it increasingly difficult to deliver great service to employees and customers.

"As COO, I need to drive everything towards efficiency, from costs to finding ways to work smarter, not harder," says Johannes, Arvato Systems' Chief Operating Officer of MultiCloud and Infrastructure (MCI). "The risk of having bad service management is it can cause even the best experiences to be perceived as poor. We know we deliver great service, but we needed a better service management solution to keep up with our delivery."

To solve the company's challenges, the MCI team sought out a comprehensive, agile ITSM solution that could meet their needs today and could keep up with the high expectations of future customers. The platform needed to be easy enough to use that any team can manage workflows on their own, and offer a unified configuration management database (CMDB) that empowers end users while saving administrators' time and effort.

Since Arvato Systems was already familiar with the agility of Atlassian tools and heavily used products like Jira Software, they looked into extending their platform with Jira Service Management as a simple solution.

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A better ITSM solution brings flexibility while freeing up resources and budget

When it came time to evaluate ITSM solutions for their needs, Johannes knew that Jira Service Management was the best and only solution for Arvato Systems. Focused on maximizing efficiency as a COO, he knew that unlike other service management solutions in the market, only Jira Service Management could provide the agility, flexibility and end-to-end workflows they needed, without requiring additional time and costly resources on implementation.

“It’s the flexibility, availability of resources, and running costs of Jira Service Management. These three major factors were crucial for us in our ITSM solution,” Johannes says. “We were also lucky enough to find an awesome partner [in veniture]. This is also a huge success factor.”

After speaking with a few potential Solution Partners, Johannes says Arvato Systems selected veniture to support their implementation because “they understand exactly what we need and what we want.” Together, they set up Jira Service Management with several starter workflows, added powerful automations, and integrated the tool with several other systems they use daily for one central, seamless solution.

A “perfect” end-to-end solution supercharges service and the business

Although it’s still early in their ITSM journey, teams are already noticing improvements in knowledge sharing, visibility, and autonomy. With Jira Service Management, teams can connect with one another more efficiently, deliver more effectively, and manage workflows on their own without a developer (something Arvato Systems calls “citizen developership”).

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“We now have end-to-end visibility and control over our workflow. Starting with the customer, to delivery, to the IT operation management, we have the full-blown, end-to-end integration of all the workflows and everything that’s going on,” Johannes says. “We also now know where we need to get better. We have more knowledge, more visibility, more self-consciousness...so we can see where we can drive more business and how to improve the business.”

Looking ahead, Johannes and his teams have big plans for connecting IT Operations with Jira Service Management, using the platform for all ITSM workflows at Arvato Systems, incorporating robotic process automation, creating a single source of truth for all of the company’s infrastructure, and using it for enterprise service management (ESM) too. “Currently, we are focusing on IT service management. But we want to go beyond that. We want to go towards enterprise service management as well as customer service management. That’s the goal,” he says.

With Arvato Systems and Bertelsmann being such versatile companies, Johannes sees endless potential for improving ITSM and ESM with Jira Service Management. “We have lots of systems that we need to connect to the platform...We also need to be very flexible on the workflows depending on our customers. All of this is perfect using Jira Service Management.”

➤ **Deliver exceptional service experiences with Jira Service Management.**
Supercharge your service.