

ENTEKA Service GmbH, Mainz

IBM Lotus Workflow Creates More Energy in Business Processes

Aproximity to customers is an essential part of the corporate strategy at ENTEKA Service GmbH, as it is at FRITZ & MACZIOL. The independent service provider is responsible for data processing, energy data management and the accounting service within the corporate association of HEAG Südheissische Energie AG and Stadtwerke Mainz AG. No wonder then that local expertise from FRITZ & MACZIOL was a criteria in the cooperation decision for the Mainz company. However, it was the advice from the staff at the FRITZ & MACZIOL Frankfurt office and their target-oriented, pragmatic approach that tipped the scales - with the result of successful introduction of an IBM Lotus Workflow and a commercially attractive three-year model for IBM software licences.

The complex processes with many participating business partners and customers were previously supported by various computer-based systems. By introducing IBM Lotus Notes Workflow, the processes should be available under a standardised user interface; optimised, more transparent and easier to adjust. Furthermore, shorter processing times were desired by parallelising the individual process steps. FRITZ & MACZIOL was able to impress with its expertise in this task as an experienced IBM premier partner in all IBM fields. Those in charge approved of both the proposal for IBM software licences and the workflow concept. The Frankfurt team performed the introduction of the IBM Lotus Workflow to model and realise electronic workflows. First, the process design was worked out jointly in a workshop with ENTEKA Service staff. Integration of the various IT systems into the workflow, such as the Magic Service Desk from BMC and the Oracle-based asset management was also effected by the FuM Team.

Customer Benefits

The realisation of the electronic workflows based on Lotus Notes created more efficient processes at ENTEKA Service GmbH and, at the same time, higher satisfaction amongst staff and customers.

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