

CASE STUDY



## MTU takes control of its IT costs

USU Valuation for IT Asset Management

### > BUSINESS CHALLENGE

- To provide complete transparency and auditability over their 13,000 IT hardware and software assets (down to CPU detail) with a view to satisfying the requirements of the IPO process
- To deploy an enterprise software asset management tool to ensure legal compliance and support the rationalization of 650 applications
- To map and automate the entire asset lifecycle from procurement to retirement
- Integration of global business and application environment

### > PROJECT APPROACH

- Documented a catalogue of requirements
- To map out a networked system of standardized processes forming 4 'pillars': hardware management, local applications, user management, and administration of software licences
- Complete transparency of project/commercial milestones and real-time communication and feedback to the business stakeholders

### > WHY USU WAS SELECTED

- USU's broad and modular product suite perfectly aligned with MTU's 4 pillars IT strategy
- Valuation's open, modern and flexible product architecture is easy to customize
- The short implementation time reduced the project risk and total cost of ownership

### > BENEFITS

- Provides overall transparency of global assets, their users and administrators
- Supports zero liability and reduces risk of illegal software use
- Enables the IT department to operate as a self-contained business unit with full cost transparency supporting MTU's global business operations
- Supports ISO quality accreditation
- Provides a platform for service chargeback
- Average cost savings expected;
  - 8% saving on IT asset procurement
  - 25% saving on insurance costs due to reduced risk and liability
  - 8% saving on software maintenance
  - 30% saving on asset storage facilities
  - 35% improvement in resolution time on service desk tickets
  - 30% productivity increase for release management

### >> AT A GLANCE

**Company:**

MTU Aero Engines, Germany

**Industry:**

Manufacturing & Engineering

**Employees:**

7100

**Revenue:**

2.414 Mio. Euro

**Location:**

Munich, Germany

**Website:**

www.mtu.de

**Solutions & Services:**

USU Valuation

Formerly part of the DaimlerChrysler Group, MTU Aero Engines is the leading German specialist in developing, manufacturing, and marketing components and subsystems for civil and military aircraft engines. At its Munich headquarters, around 5,200 employees leverage more than 13,000 IT assets in current operation.





*„The fact that we can call up comprehensive information on our IT infrastructure and on its use within the company is extremely valuable in three respects. We can ensure that we hold the correct licences for the software we’re using, we can utilize our IT resources at all of our locations in the best way, and we can enable the IT division to function as an independent unit.“*

*Dr. Friedemann Ost, IT Service and Technology Manager at MTU*

#### > **Situation and objectives**

In order to improve the efficiency of processes, reduce costs, and guarantee full audit-compliance, MTU put together a catalogue of requirements to support an ambitious asset management project. The aim was to map out a networked system of standardized processes, categorized into four main „pillars“: hardware management, local applications, user management, and administration of software licences. Also, the implementation of ISO-based quality standards required a high degree of transparency in the delivery of IT services so that up-to-date information on related IT assets could be accessed on demand. MTU’s managers were also interested in the benefits to be gained from a more efficient use of software licences from across global business locations. Thus, they decided to purchase an appropriate enterprise software solution, and reviewed the suitability of a number of leading products on the market, including SAP, Altiris and Perigrine. They chose to partner with USU AG whose Valuation product suite, with its modular, modern design, was ideally suited for MTU’s holistic 4-pillar strategy.

#### > **The project phase**

Following a successful four-week pilot and test phase, which involved setting down the requirements and the approach to be taken, work began in defining the user rights model and on categorizing and standardizing associated business processes. At this stage, for example, the activities

involved in software licence management were mapped out – to date there had been little overall control of licences. Across the organization, there were around 650 applications in use but with a number of different managers responsible for maintenance and administration.

A key area tackled was user management. This involved establishing the various authorization levels ensuring that individuals could view and process the appropriate information needed for their own workflows. These user keys also represent a central element in enabling internal billing for IT services.

#### > **Conclusion**

Valuation is used by more than 350 employees across MTU’s various divisions managing 13,300 operational systems and active components (including CPUs, monitors, etc). Users include application managers, accounting staff, security officers, the pre-production team, and the IT managers themselves. Interrelated and detailed information on all of the components can now be readily accessed by users – a fact of major benefit in making costs more transparent. By implementing a comprehensive system for IT asset management, we’re not only benefiting from opportunities to reduce costs and improve quality in respect of licence monitoring, but are also enhancing our IT support processes,” explains Helga Schorr, Project Manager at MTU.