



## Incident Management issues swiftly resolved by partnering with KLIKON

### About MTU Detroit Diesel Australia

Vertical : **Distribution and Wholesaling**

Web : [www.mtudda.com.au](http://www.mtudda.com.au)

Country : **Australia**

Founded : **1949**

Employees : **900**



### Business Goals

- Flexibility in service delivery with customisation and skills available oncall to complement in-house resources and expertise
- To improve the way the IT department partners with business units to achieve strategic goals that improve MTU's competitive advantage
- A "pay-per-user" model that delivers better cost control and accountability in ensuring that incidents are effectively remedied and processes improved

### Project Outcomes

- KLIKON's ability to close calls on first contact has resulted in a reduction in time required to rectify reported incidents. This enables MTU to free more resources to focus on strategic IT projects
- Pay-per-use model enables MTU to scale support-services as required, enabling costs to be controlled
- Clients have responded very favourably with improvements to operational reliability, service levels and response times
- By leveraging KLIKON's extensive customisation capabilities, MTU can refine services and deliverables without the need for a costly software development team
- MTU's IT Department are focussed on projects and development work that delivers measureable improvements to productivity and aligns the technology team more closely with strategic business goals.

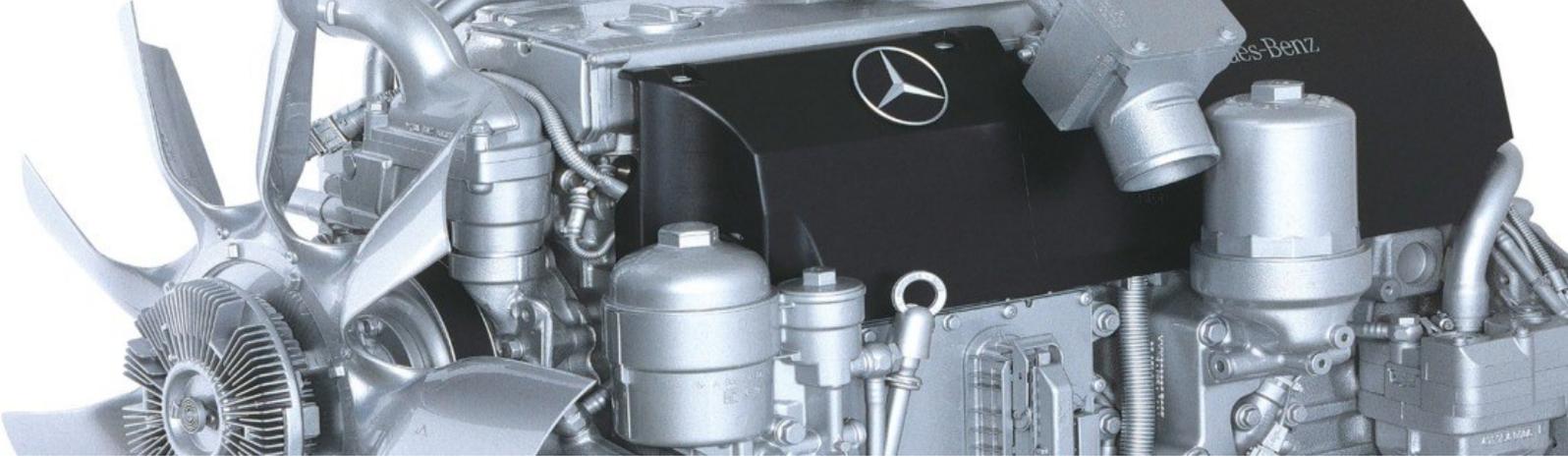


### The Client

MTU Detroit Diesel Australia is a market leader in providing transportable power generation systems and specialised technology for industrial and leisure markets. The company has built its formidable reputation delivering cutting edge technology and investing in research and development to ensure it retains its innovative and market leading advantage. MTU is a key player in Australia's resource and mining markets, with power generation equipment deployed at some of the most remote mining sites in the nation. It is critical that MTU logistics and supply chain infrastructure is always available to support their clients' round-the-clock operations. Business support systems must be resilient and available at all times. A client with any issue needs accurate and prompt action to ensure that the risk of costly downtime is reduced.

### Business Drivers

An existing commercial arrangement with a service-desk provider was failing to meet the demands of the business. Client discontent was being voiced and the highly skilled IT team members were distracted from critical IT projects designed to maintain and improve MTU's competitive edge. This situation was proving frustrating for all stakeholders. Drastic measures were called for with the incumbent service provider not being invited to renew their existing contract. MTU and KLIKON worked together to formulate a migration plan to ensure a seamless transition to the KLIKON Service Desk. Of utmost importance was aligning the MTU IT team with their proactive business objectives and KLIKON assuming the reactive needs of the clients, based upon their support requirements.



**“ The goals of the incident management service that KLIKON Solutions provides have exceeded our most optimistic forecasts. The new services have been roundly praised by our users”**

Paul Lee, National IT Manager, MTU Detroit Diesel

### **The Challenge**

Planned upgrade projects designed to deliver greater productivity for their clients were proving a challenge to fulfil. The IT team were weighed down with operational tasks limiting the available resources needed to execute strategic business objectives. This issue was further complicated by the Service Desk provider failing to provide acceptable performance levels demanded from business growth. A critical business driver was to ensure a seamless switch-over between MTU’s current provider and KLIKON. By partnering with a provider able to offer high-levels of expertise in all IT disciplines, a better outcome for the business could be achieved. By refining, streamlining and customising the incident management processes, more resources would be available to concentrate on achieving a better return from MTU’s IT budget.

### **The Solution**

KLIKON deployed an incident management Service Desk to support MTU’s in-house user requirements. The solution is built upon robust ITIL methodology and has been extensively customised by KLIKON to meet MTU’s unique business needs. The pay-per-use service scales during peak and off-peak cycles. The change in end-user support provides MTU IT staff with more time to focus on tasks more closely aligned to achieving strategic business objectives, whilst delivering a better return on IT investment. The service is delivered by KLIKON’s highly skilled IT analysts, and is flexible and scalable depending upon levels of user demand.

### **The Benefit**

Ensuring the Information Technology team are able to proactively contribute to ensuring business processes evolve, and outpace their competitors is vital to MTU’s continued success. By partnering with KLIKON, the MTU IT department can focus on strategic IT initiatives that will enable technology to proactively contribute towards ensur-

ing business processes evolve and outpace their competitors. MTU have adopted a pay-per-use support model. This allows the company to scale support services to meet fluctuations in demand and audit their return on investment based upon client incident reports. The business process transformation will deliver productivity gains and ongoing cost savings.

### **Conclusion**

Project delivery is complex and requires meticulous planning with allowances made for contingencies and risk. KLIKON relied upon their extensive experience to deliver the implementation of a Service Desk at a fixed price, and timed to provide a transparent switch-over with no interruption to client service delivery. By closely collaborating with MTU, expectations were set and roles and responsibilities were clearly defined. With the framework and a solid foundation in place, the collaborative skills of both teams ensures that the Service Desk and Incident Management solution provides vastly improved levels of client satisfaction and real savings in service delivery costs across the company. One significant benefit is the greater contribution the IT Department returns to the business. By freeing up critical IT resources, staff now have more time to collaborate with individuals and teams to enable greater levels of strategic planning.

### **Services KLIKON provides to support MTU’s clients**

- Incident Management Tools and customisation services
- Desktop Hardware and Application Service Desk Support
- Transition from previous Service-Desk supplier
- Business Processes consultancy based on ITIL-framework
- Remote 1st level and 2nd level support



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### **About KLIKON Solutions:**

KLIKON has forged an enviable reputation since the company was founded in 1998. Recognised as a trusted advisor providing trendsetting Information Technology solutions, we collaborate with our clients to enable solutions that increase efficiency and productivity, while reducing operational costs. KLIKON prides itself on the skills of our team and their unwavering commitment in delivering innovation , exceptional customer service and real business value.