

From Touchpaper Help Desk to LANDesk® Service Desk—A Field Report by Pharmaserv GmbH & Co. KG

Pharmaserv GmbH & Co. KG has been using the Touchpaper/LANDesk solution for almost eight years now. In 2007, Pharmaserv switched from Touchpaper Help Desk to the LANDesk® Service Desk solution.

Here is what Tobias Quentin, Team Leader IT Support at Pharmaserv, has to say about the benefits of the new ITIL-compliant LANDesk® Service Desk solution:

Why did you make the switch to the LANDesk® Service Desk solution?

We needed a solution which allowed for flexible process design. Thanks to LANDesk Service Desk's integrated Process Designer we can easily design and map all of the IT processes we require. Moreover, all of the ticket information—from opening to closing—is now accessible with no need to document additional information on paper. The new Service Portal is also more customer-friendly and easier to use. It offers a flexible design, and our customers really like to work with it. Overall, administration has become a lot easier than when we used Help Desk.

What are the benefits of LANDesk® Service Desk from your point of view?

>> “Active Knowledge” Knowledge Base

Analysts and end-users can now search the knowledge database for solutions to their problems. This reduces the pressure on our support team. We can handle our customers' inquiries more efficiently and provide a better service.

>> Query and Report Designer

With Query and Report Designer we can create reports and analyses with drag-and-drop. Analysts can create their own charts and diagrams and display them on the dashboard, as needed, for an instant, well-organized overview of all relevant numbers and analyses. Dashboards offer a flexible layout that can be customized for each area.

How did you accomplish the switch to LANDesk® Service Desk?

We started with a workshop to identify the processes we needed and how we wanted to design and map them. After we decided to work with LANDesk Service Desk, it took us only three days to implement a basic version of Service Desk.

Which modules are you using?

We currently use two incident processes: one for IT Support and one for Facility Management. Furthermore, we introduced a change process at the end of 2009. We also use the Active Knowledge module for knowledge management and the Web-based Service Portal 7.2.6. We have plans to introduce additional processes in the future.

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Tobias Quentin, Team Leader IT Support



Pharmaserv GmbH & Co. KG is the site operator for Behringwerke in Marburg, Germany. Approximately 4,500 employees on site work for several pharmaceutical corporations.

Pharmaserv is the system provider for technology and services for companies in the hygiene-sensitive industries throughout Germany—always working towards the goal of offering the most cost-effective and efficient support services to their customers.

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