

hp customer  
success story



**ELAXY**

Member of the Heyde Group



the hp ITRC supports  
elaxy's help desk

Elaxy is the leading German financial solution producer, selling solutions for construction financing, insurance and online banking. Its customers operate in an extremely competitive market and look to Elaxy to help them stay ahead of their competitors.

#### **supporting the help desk**

Working at the cutting edge of software development and network management, a company like Elaxy has to call on HP's expertise when it has an IT problem it cannot solve itself. Often this task falls to the support team headed by James Mohr, Elaxy's help desk leader. When the help desk itself needs help, the staff turns to HP's IT Resource Center (ITRC) for the answers.

The HP IT Resource Center (ITRC) is a Web-based system that offers customers a wide range of IT support tools and information.

For example, customers can log support calls online through the ITRC. Using this tool eliminates the challenge of trying to describe IT problems over the telephone.

It also provides tools and resources that enable IT professionals to work on their own solutions. Customers can search a technical knowledge base of actual customer problems and resolutions. The service also provides knowledge trees of support information as well as patch update information and patch downloads.

A training and education section offers seminars and self-paced training on a variety of subjects.

#### quicker problem resolution

"I have a reputation within HP. I have probably generated between 100 and 120 online calls, possibly more, to the ITRC in the last six months. I find it much easier than telephoning. I also use the online forums regularly to pose questions or to see what problems other people have, and what solutions they have come up with," says Mohr.

Logging calls online through the ITRC addresses the problem of trying to describe over the telephone what is seen on the screen. Mohr explains: "The concept is fantastic. I can cut and paste error messages to the screen and provide screen shots. I am able to give them enough quality information so they can start working on the problem sooner than would otherwise be possible."

#### different languages

HP has customers in many countries, who speak many different languages. Using the ITRC to communicate problems allows individuals to begin the resolution process viewing the same picture of exactly the same error message or screen shot, which significantly minimizes any language gap.

"It's a great concept. I use it regularly, and I will continue to do so," says James Mohr, as another support call comes in to his desk.

### challenge

- Let Elaxy's help desk workers access HP's support services and technical knowledge base as easily and quickly as possible.
- Enable Elaxy to provide the best customer service.
- Make it easier for Elaxy's help desk to find solutions to IT problems.

### solution

- Use HP's ITRC to access support and training services.
- Customers participate in problem resolution, using ITRC self-solve tools and resources.
- Use the ITRC to log support calls

### results

- Elaxy's help desk staff can provide accurate information, together with screen shots and error messages, straight to HP's engineers and analysts.
- Staff can use the ITRC to see what problems other customers have faced and how they have dealt with them.
- Finding solutions is simpler and quicker, bringing Elaxy and its customers reliable support and ongoing satisfaction.

### why hp?

- HP has the knowledge, capacity, and resources to resolve customers' problems.
- HP has experience with and knowledge about the latest technical equipment.
- HP has a proven track record as a reliable and trustworthy source of support and service.

For more information on IT Resource Center, please visit:

<http://www.itrc.hp.com>

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com>.

#### customer at a glance:



**industry sector:** Software

**name:** Elaxy GmbH

**headquarters:** Bad Nauheim, Germany

**founded:** 2001

**telephone:** +49 60 328 67 0

**number of employees:** 200

**URL:** [www.elaxy.com](http://www.elaxy.com)

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*James Mohr,  
help desk leader,  
Elaxy GmbH*

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