



## References & Case Study

### Help Desk & System Management

#### REFERENCES

The numerous international customers from all sectors and sizes are proof of the quality from our solutions in the area of service desk and system management.

We will gladly provide further information to the following references upon request:

- > extratel / LibertyCall
- > Emmi Schweiz AG
- > Sika AG
- > Telekom & Netzwerk AG
- > Bernina Nähmaschinen
- > RUAG Aerospace
- > SBB
- > TRUMPF Grüşch AG
- > ÖKK
- > Aargauisches Versicherungsamt
- > Schindler Informatik AG
- > Axpo Informatik AG
- > Fixit AG
- > Hewlett-Packard
- > LAN Services AG
- > Soudronic AG
- > Corona Informatik AG
- > netrics hosting ag
- > Abraxas Informatik AG
- > Institute der Universität Zürich
- > ABB Schweiz AG
- > Coop Schweiz AG
- > Organisations- und Informatikamt
- > Selecta
- > Sulzer Management AG
- > Unaxis Holding AG
- > ...

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#### CASE STUDY

##### Help Desk solution Bernina sewing-machines Customer Satisfaction Management (CSM)

The Fritz Gegauf AG in Steckborn is one of the worldwide leading manufacturers of sewing-machines.

To attend to the existing retailer network (over 2'500 worldwide), a central Support Desk exists, which coordinates all enquiries and problems. To replace the existing data base and to acquire the corresponding tickets Bernina evaluated various Help Desk solutions and decided to use the web based TicketXPert.NET as the basis for an individual further development.

The solution developed by isonet enhances the basis module of TicketXPert.NET with specific functions as requested by Bernina. E.g. all support enquiries can be assigned to a single part of a certain machine. The administration of all parts also takes place on the web based interface of TicketXPert.NET.

More information about Bernina's Help Desk solution are available at isonet ag.

##### Citation of Thomas Bosshard, Head of Project CSM (responsible for the Help Desk evaluation):



*Our demands on such a web based support for our affiliated companies, retailers and end users are very high. Because of the complex combination of our products, consisting of finest mechanics, highly enhanced electronics and software, this project was a huge challenge. During the evaluation of the solution platform for this task, we found isonet ag to be a professional, competent and flexible partner. The basis version of TicketXPert.NET with the additional modules (Service Level Management & Escalation, Knowledge Base, Messaging & Collaboration) has satisfied our criteria optimally. The isonet team has enhanced the basis version according to our demands and showed a lot of professional competence in the area of object oriented Microsoft .NET development. During this engineering process we got to know the professional work approach of isonet. The result has met our expectations in every aspect and we look forward to tackling further challenging tasks with this partner.*