

Keep expensive renewal costs at bay

Save yourself from the shock of pricy renewals



Your ESM solution's renewal costs spiraling out of control?

Ever bagged what seemed a good deal before but is now burning a hole in your pocket? To stay competitive, ESM solution providers can offer pretty sweet deals for prospective buyers. But what happens when the contract renewal period comes around? Mandatory price increases, hidden expansion costs, and compulsory upgrades can all too easily eat away at your budget. A typical contract renewal can cost up to 30% more than the initial contract. So much for that signup discount...

What can you do?



Save on costs year after year with IFS assyst.

IFS assyst provides one easy solution. IFS assyst's simple licensing model means that you can take advantage of all the great ESM capabilities at the right price, staying the same year after year. And with the straightforward T-shirt sizing price model, IFS assyst can scale with your company without hurting the pocket.

Value you can get behind



Reliable pricing
No more dreading when it's time to renew your contract as there are no sudden price hikes



All in one license
Find everything you need to make your daily work easier all under one license – ESM, ITSM, ITOM



T-shirt sizing price model
Pay a single price based on company size



For the price of a cup of coffee
ESM doesn't have to be expensive. From \$5 per employee per month, you can deploy ESM across your entire organization.

▼▼ The key factor in choosing assyst was the comprehensive functionality of the software and the combination of all ITIL processes in one solution. The fair price/performance ratio was another important aspect. We still hold this view today. ▼▼

Jörg Liebenthal
Configuration Manager, KSB

With a simple licensing model, KSB had:

20,000+

20,000+ assets and user CIs cleaned and classified

2,500

2,500 service requests per month recorded and tracked

1

1 system deployed for all their data

About KSB

KSB AG is headquartered in Frankenthal, Germany and is a global manufacturer of pumps, fittings and related systems. With a turnover of around 1.8 billion EURO and over 14,000 employees, it is one of the leading vendors in its sector.

KSB operates 16 production sites worldwide (19 including service sites) and a further 70 sales offices. The IT team provides a variety of IT services for the entire company and its 90 employees are located in three German and two French sites. The main IT administration function is situated at the headquarters in Frankenthal.

KSB manages 2,500 incidents into CMDB each month in assyst in multiple languages

The Challenge

Before implementing assyst, KSB used an in-house ticket system with a number of different databases. The IT team wanted to replace this disparate arrangement with one comprehensive solution and a single data model. The objectives were clearly defined and included shortening the resolution times for over 8,000 end-users, reducing database maintenance effort and lowering the considerable associated costs.

Furthermore, the relationship with the external service provider, responsible for the operation of the system in an outsourcing model, had to be improved.

The Strategy

The implementation started after a concept analysis and data preparation exercise in summer 2000. The aim of the first phase was to re-structure and implement Incident Management. As the basis for a well-functioning Incident Management process is Asset and Configuration Management, the focus was initially on the assyst CMDB, which was to contain all of KSB's infrastructure and user data records.

The pilot system was started at the beginning of January 2003. After a short test period, the assyst Incident Management process went live. The system implementation was conducted in cooperation with the service provider and all processes were integrated and merged into one system. For the first time, all internal and external staff involved with Incident Management could now work with one shared system.

This IT self-service portal provides the users with the following functionality:

- IT order system

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[Read KSB's full story](#)

About IFS assyst

Global brands trust IFS assyst to automate complex business processes easily without fuss. We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Whether you're in IT, HR, Facilities, Finance, or any other team, IFS assyst puts enterprise service management technology within your reach.

Take the boring out of everyday tasks and focus on work that matters.

What's next?

Don't get trapped with ever-increasing renewal costs of complicated ESM/ITSM solutions. Kickstart your business and digital transformation journey with IFS assyst.

Get in touch to see how we can assyst you today!

[Get started](#)

