



# Use Case: Central IT Service Desk for an International Trading and Manufacturing Group

audius



## The Customer

The internationally leading trading and manufacturing group combines the business units trading, manufacturing, and waste management under one roof.

With thousands of locations across numerous countries, the company offers a broad range of food and household products, operates state-of-the-art production facilities, and is committed to a sustainable circular economy.

Efficient structures and innovative processes ensure the supply of millions of people while setting high standards for quality, innovation, and resource efficiency in the international trading and manufacturing environment.

## The Problem

Growing complexity and the internationalization of production processes required a **consolidated IT service structure** capable of meeting demanding requirements for availability, quality, and efficiency.

## The Challenge

The initial situation was characterized by a variety of challenges. The critical importance of production IT as part of the supply chain made 24/7/365 support indispensable to minimize downtime. The international distribution of production sites and the associated **language barriers** complicated the standardization of IT processes. At the same time, a **heterogeneous system landscape** with diverse end devices led to increasing manual effort and a lack of central contact points for IT service requests.

## The Solution

With the audius Managed IT Service Desk, a **central, scalable platform** was implemented that consolidates and efficiently manages all IT service requests from the production plants. The Service Desk acts as a **central single point of contact** and, through specialized, multilingual teams, **enables seamless support** for all locations in Germany and the United Kingdom.

Support is provided around the clock, **365 days a year**, and is underpinned by **standardized knowledge management** that ensures a high first-call resolution rate and continuous process improvement. The service covers **end-to-end remote workplace management** – from laptops and mobile devices to VoIP telephony and standard software – and significantly relieves the burden on internal IT teams.

## The audius solution provides the following core capabilities:

- + Central Single Point of Contact:**  
All IT service requests are routed through a single interface, minimizing process friction and increasing transparency.
- + Multilingual 24/7/365 Support:**  
Specialized teams ensure continuous availability in German and English, supported by standardized knowledge bases.
- + Remote Workplace Management:**  
End-to-end remote support for IT workplaces, including proactive knowledge management and efficient major incident management to resolve critical disruptions as quickly as possible.

The technological foundation of the audius Managed IT Service Desk is based on modern ITIL processes and a powerful knowledge management system. The platform has a modular architecture, enabling flexible adaptation to changing requirements and a growing user base.

Full integration into existing IT infrastructures allows **seamless scaling** across multiple sites and countries. A high degree of automation and the continuous enhancement of service processes ensure future-proof, sustainable operations. As the company expands internationally and integrates additional production locations, the platform provides a robust foundation for continued growth.

# The Key Results: Operational Reliability, Service Quality, and Sustainable Relief for Internal IT

- ! **Maximum Business Continuity:** Ensuring smooth operations in production facilities through extremely short response times (24x7x365).
- ! **Standardized Service Quality:** Harmonized support processes and high first-call resolution rates across all locations and business segments.
- ! **Relief for Internal IT:** Reduction of administrative workloads through efficient ticket management and proactive knowledge management.

## Conclusion

The implementation of the central Managed IT Service Desk has enabled the international trading and manufacturing group to sustainably optimize its IT service structure. By standardizing support processes, ensuring maximum availability, and significantly reducing the workload on internal IT, a stable foundation has been created for uninterrupted production operations. The scalable platform supports further growth and fosters continuous development in a dynamic, international

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