

# From 2 days to 2 hours: PALFINGER saves time and money with Serviceware Financial

## Significant reduction in workload when it comes to invoicing

**PALFINGER is a leading manufacturer of innovative lifting solutions that are used on commercial vehicles and in the maritime sector. The company has enjoyed steady growth in the last years; acquisitions, new collaborations, and joint ventures have secured its market position. Following its recent successes, PALFINGER rapidly advanced to the status of a global big player and this also resulted in new challenges in the field of IT controlling. We talked to Alexander Wörndl-Aichriedler, Team Leader of Corporate IS Infrastructure & Operations at PALFINGER.**

### More Transparency for IT Purchasing?

Before PALFINGER got into touch with Serviceware, the manufacturer of hydraulic lifting and loading devices was faced with a tough challenge. They wanted to itemize the costs of IT purchases and services as transparently as possible for all parties involved.

“Internally, IT has been urged to allocate 80 per cent of its costs on the basis of actual usage. Due to the large number of users and services, the manual settlement of the services would require excessive efforts“, says Wörndl-Aichriedler. The dependence on Excel sheets was particularly draining on PALFINGER’s controlling efforts: “The IT department planned the IT costs with Excel spreadsheets. Whenever a member of the team subsequently modified these spreadsheets, the changes were not available centrally. This had an extremely detrimental effect on data consistency and verification.”

### What Needed to be Done?

What PALFINGER needed was a way to collect all data relating to the pricing, calculation, and settlement of services in a reproducible manner at a single point, thereby allowing for more IT cost and performance transparency throughout the organization. But this was just one part of PALFINGER’s ITFM puzzle. In the long run, the professionalization of the IT financial management at PALFINGER aimed not only to establish cost and performance transparency for IT services, it also had the objective of increasing cost and quality awareness in IT and identify additional savings potential.

### How PALFINGER accomplished its goals

In order to solve their problem, PALFINGER introduced the ITFM solution Serviceware Financial. Four employees of PALFINGER are now using the software to manage 30 IT services for 3000 employees. The implementation was well-received and within a short while, the impact

made by the increased IT cost transparency could be felt: “With the new software solution, Wörndl-Aichriedler and his team have achieved significantly greater acceptance of the internal IT prices,” says Wörndl-Aichriedler.

By using Serviceware Financial, PALFINGER managed to considerably reduce the time that was needed for the settlement of IT costs: from 1-2 days per month to only 2 hours. Furthermore, confidence in the legitimacy of IT pricing has risen to 90%, when before IT costs were considered with a certain distrust: “Today, we can demonstrate and justify how we determine our IT prices with a clear conscience. Before, our colleagues from the specialist departments often had the impression that the prices for IT services had been chosen at random”

In the aftermath of this successful project, PALFINGER decided to also integrate Serviceware Processes, Serviceware’s ITSM solution, to further streamline their internal and external service management.



“The monthly expenditure for the settlement of IT costs is now down to a mere two hours. Without the financial management solution, we required one to two man-days every month.”

Alexander Wörndl-Aichriedler, Head of IT Infrastructure and Operations, PALFINGER AG



## The Project at a Glance

### The customer

PALFINGER AG  
[www.palfinger.ag](http://www.palfinger.ag)

### Industry

Mechanical engineering

### Facts and Figures

- 30 services for 3000 employees
- 30 users including service recipients
- 4 persons who use Serviceware Financial for settlement
- 80 percent of the IT costs are allocated to the respective originator

### Highlights

- 2 hours of work every month for invoicing vs. previously 1-2 days
- 90 percent confidence achieved with service recipients
- Integration with the time registration system and the IT service management solution Serviceware Processes