

German deals send Axios into space

Submitted by: Axios Systems

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Axios Systems, the Edinburgh-based software firm, has underlined its growing international success by announcing a series of major new business wins in Germany, its main European target market.

New customers for its award-winning assyst Help Desk and IT Service Management tool include the European Space Agency (ESA), Munich City Council, broadcaster Suedwestrundfunk (SWR) and Germany's largest savings bank.

Apart from the UK, Axios (www.axiossystems.com) has offices in Belgium, France, Germany, the Netherlands, Canada, the USA and Australia. It regards Germany, where it opened an office in Munich in late 1999, as its biggest potential market in Europe.

Its assyst product allows customers to manage and control effectively their IT systems and assets, log and track incidents, and uncover the causes of underlying problems. This includes Incident, Configuration, Problem and Change Management.

The 15 member state ESA will use assyst at its European Space Operations Centre in Darmstadt which is responsible for controlling satellites in space.

Munich City Council is due to start using the system early next year in a joint project with Siemens Business Services (SBS), one of the world's top 10 providers of outsourcing and IT maintenance, SBS is also collaborating with Axios on installing assyst at international industrial pumps manufacturer KSB. It will provide support for 28 KSB sites in Germany and France, including the company's headquarters in Frankenthal.

Cologne Savings Bank (Stadtsparkasse Koeln) is the largest community savings bank in Germany, with 1.6 million customers, 131 branches and self-service points, and 18 advice centres. SWR, which runs radio and TV stations in Baden-Wuerttemberg and the Rheinland-Palatinate, is Germany's second biggest broadcasting organisation. It is due to start using assyst in December.

Ailsa Symeonides, Sales and Marketing Director of Axios Systems, described the new business as "further strong signs of the progress we are making in Europe and firm evidence that investment in our geographical expansion is continuing to pay off. These are all internationally known organisations and we are delighted to have been entrusted with their IT Service Management business."

ENDS

More About Axios Systems

Axios Systems has over 15 years experience of providing Help desk & IT Service Management excellence.

The original ITIL solution, assyst, is the leading Help Desk and IT Service Management solution providing total control of IT infrastructures to large organizations. Testament to the fact that Axios' main priority lies with providing excellent ITIL IT service management solutions together with outstanding customer service, Axios has been voted No. 1 in the Help Desk Institute vendor survey for the second year running.

assyst is the ITIL Help desk and IT Service Management vendor of choice, currently used worldwide by over 500 blue chip organizations including Orange, MidAmerican Energy, ABN AMRO, Canadian Tire, MTV and many Government institutions such as the UK Ministry of Defense.

assyst is a fully integrated, out-of-the-box Help Desk & IT Service Management software suite designed from inception around the Best Practice ITIL framework.