Media release

Cutting costs by 20% with brainwaregroup’s Spider Operating Service

Berlin/Zug, 23 April 2018 – More than 8,500 assets owned by FUNKE MEDIENGRUPPE are managed using brainwaregroup Software Asset Management (SAM). Deploying the Spider SAM Suite, Columbus Inventory Suite and Spider Operating Service reduces day-to-day service costs by 20%. This individually compiled service package ensures a smooth work process at FUNKE MEDIENGRUPPE.

Using the Spider Operating Service cuts response times and service provision costs. As a result, FUNKE MEDIENGRUPPE now enjoys individually compiled services at costs that are easy to calculate. In addition, the company can bank on the rapid availability and deployment of services, based on a fixed service-level agreement (SLA).

The agreed service package ensures a smooth work process, with just a single contact person who is always ready to provide required technical expertise and is intimately acquainted with the customer’s specific IT environment and assets. Introducing the Spider Operating Service reduces day-to-day service costs by 20%.

“The Spider Operating Service, with just one, central single point of contact for all consulting enquiries and an individually compiled service package, is really great”, says Katharina Müller, FUNKE MEDIENGRUPPE’s Licence Manager. “And the service team’s contacts provide help quickly and with no red tape.”

brainwaregroup’s operating service team provides direct support within the system, correcting malfunctions and implementing minor adjustments directly and independently. All services are only provided remotely. For issues that take several days to resolve or even require work to be done on site, the team coordinates all tasks directly and makes all the internal preparations to ensure that customers receive the offering they requested. The Spider Operating Service allows customers to spend more time managing the data they gather.

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