



tro/GROUP

📍 Austria

👥 +1800 employees

🏭 Manufacturing

TroGroup is a global manufacturer specializing in stamps, laser systems, and high-tech laser sources.

The company employs more than 1,800 people in 40 locations worldwide. With over a century of industrial experience, TroGroup combines long-standing expertise with modern technology.

100%

adoption of the self-service portal (from email).

90%

reduction in the backlog of critical incidents.

Case Study

How TroGroup Replaced ServiceNow And Cut 90% of Its Critical Incidents Backlog With InvGate

Before working with InvGate, TroGroup used ServiceNow for Service Management but faced several issues that slowed adoption.

Eventually, the company decided to move to InvGate Service Management and saw immediate improvements.

Challenge

With its previous system, configuring workflows to match the company's actual processes was complicated since it required advanced programming skills. Plus, the extra licenses for approvers made it costly. TroGroup also struggled with frequent ticket misclassification and a growing backlog. Despite the system's high cost, it didn't support their processes effectively, leading to low adoption and reduced customer satisfaction.

Solution

Implementing InvGate Service Management gave TroGroup the flexibility and functionality its previous system lacked. InvGate's built-in tools, no-code configuration, and user-friendly interface allowed it to redesign processes, improve efficiency, and expand IT Service Management across the organization.

✓ Centralized service catalog

Built a complete catalog linked to help desks and knowledge base articles, guiding users to the right services and significantly improving onboarding efficiency. The portal provided users a clear and intuitive path and was particularly effective for onboarding requests and other recurring processes.

✓ Service Management expanded beyond IT

Other departments adopted InvGate, leading to standardized processes and improved coordination across teams.

✓ No-code workflow configuration

Workflows could be configured through a user-friendly interface, eliminating the need for advanced programming or extra approver licenses. As a result, operational costs dropped and new workflows were deployed faster.

✓ Built-in shift model and service time tracking

Enabled accurate SLA monitoring across global, multi-shift operations, ensuring consistent performance measurement without the need for custom development.

Global leaders trust InvGate



What's next

TroGroup's next step involves extending ticket automation to fully support its global "follow the sun" model – meaning urgent incidents will be reassigned smoothly between shifts across different time zones, reducing response times and increasing efficiency around the clock.

In parallel, it intends to leverage Asset Management capabilities to consolidate service documentation. Creating a single source of truth will simplify tracking and

improve accuracy for hardware, software, and other critical assets.

Finally, the company is exploring AI-powered functionalities within InvGate – such as Microsoft Teams bot notifications and AI-generated article summaries – to support agents by delivering timely information and helping maintain up-to-date content without extra workload.



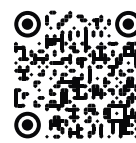
"We were afraid of switching to a portal, but InvGate gained high acceptance right from the beginning. People started using it instead of email, and our service desk team became happier working with it. These two effects together are what I call game-changing."

Oliver Haag
Head of IT Infrastructure at TroGroup



Take a test run of the best ITSM software out there

Discover first-hand what InvGate looks like in action.



Live Demo