

Case for a **Manufacturing Company**

ITSM and User Self-Service Portal Implementation

Faster incident resolution with automated Service Desk operations

Industry: Industrial

Location: Sweden

Employees: 600+



Client Background

Our customer provides customized industrial solutions to support different production processes of end-users — from digital printing, sheet casting to food processing systems, etc.

Business Challenge

After divestment from its parent company in 2017, our customer became independent and had to design and establish own ITSM, operations and support from scratch. The client relied on EVRY Enterprise ITSM System and Service Desk as well.

The customer wanted to enable self-service capabilities within a dedicated ITSM system. Our client wanted to have an intuitively designed self-service portal meeting specific needs of their diverse user base across different

departments. Most importantly, the system had to allow the client’s internal team to maintain it without the external help.

The portal had to optimize processing of end-users’ requests and streamline the ticket history on the client’s side. One of the technical challenges was to integrate the existing TietoEVRY Enterprise ITSM System with a chosen ServiceNow ITSM system and Self-Service Portal.

Solution

- Infopulse established a scalable Self-service Portal and a Service Catalog as a part of ServiceNow ITSM system.
- We integrated the Portal with EVRY ITSM and Active Directory to store users’ data and requests on the client’s instance.
- Also integrated it with Azure and Office 365 for software license provisioning and with MS Intune to automate software provisioning.
- Enabled hardware and software ordering in a single system.
- Implemented a workbench for end-users — a single-pane view of all tickets, their status, history, etc.
- Implemented a new catalog taxonomy based on a smaller number of intuitive categories and better-defined sub-categories to make it easier to navigate.
- Launched a New Ticket Status Page with an intuitive layout, and enhanced filtering capabilities that enables users to quickly find the status of a ticket.

- Integrated Bulk Approvals and delegated approval functionality allowing to approve or reject multiple requests at the same time to increase efficiency
- Refactored some of the custom code to make upgrades easier and create a baseline for improved functionality and scalability.
- Added engaging microinteractions to create the needed level of personalization to the site and make the content more engaging.
- Introduced an automated User Onboarding/Off boarding processes.
- Enabled Device Ordering, Wiping, and Reassignment.
- Set up Cost Service Catalog and Cost Allocation rules.
- Provided Automated Software provisioning.
- Introduced capability to order and install software automatically with the personalized workflow.

Business Value

- Implementation of a single point of contact for end-users allowed them to report their issues or incidents and track status of a created ticket
- Self-Service Portal implementation resulted in faster issue resolution, real-time visibility, better flexibility, and efficiency
- The customer received a scalable solution to further enable a procurement system, interactive dashboards, analytics system, etc.
- Our team enabled automation of Service Desk operations and software provisioning
- Streamlined ITSM processes including Asset Management, Procurement, License Management, and User Management.
- Simplified Taxonomies, improved navigation and the system’s maintainability.
- Improved content discoverability and the system’s intuitive design.

Technologies



Team Size

4 FTE

Duration

1 Year



About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Credit Agricole, Delta Wilmar, ING Bank, Microsoft, Offshore Norge, OLX Group, OTP Bank, SAP, UkrSibbank BNP Paribas Group, Vodafone, Zeppelin Group, and others.

For more information, please visit **www.infopulse.com**

Contact us

PL +48 (221) 032-442

DE +49 (69) 505-060-4719

US +1 (888) 339-75-56

UK +44 (8455) 280-080

UA +38 (044) 585-25-00

BG +359 (876) 92-30-90

BR +55 (21) 99298-3389

 info@infopulse.com

