

Serviceberry transforms ITSM deployment for an Industry Major

Client Industry

Steel, Energy, Power, Oil, Shipping and Logistics

Background

Our customer has interests in Steel, Energy, Logistics and Power and has offices worldwide with over 50,000 employees and revenues of over USD 15 billion.

The need was to manage the group's Data Centre setup centrally and hence the need for an Enterprise Management Solution to manage their Helpdesk environment effectively.

Serviceberry, a FutureIP cluster company, was entrusted with the task of transforming and fine-tuning the Service Manager, implemented by another partner.

Business Challenges

The challenge before Serviceberry in this prestigious project was to take ownership of an incomplete deployment of ITSM strategy, navigate through the processes and then find the right alignment with the business needs. Serviceberry did not have a proper transition to understand the deployments. There was no common infrastructure to support uses across different groups. There was no integrated view of IT incidents being reported and no centralized tracking.

Taking ownership of Outcomes

Though the basic implementation of ITSM using HP Service Manager (SM) was completed by a leading software MNC, the business impact was not realized. The requirements as well as organizational standards were not met. HP recommended Serviceberry to enable ITSM transformation through customized alignment of HP Service Manager.

This implementation brings forth Serviceberry's ability to transform an existing deployment without a formal handover process, navigate through what was executed earlier, create a baseline that will meet the customer requirements and then provide intervention to close the gaps with necessary fine-tuning and customizations.

Outcomes for the Client

Serviceberry worked on the baselining of deployment and then the alignment with business requirements. We then fine tuned HP Service Manager to meet business needs as well as organizational standards.

Currently, HP Service Manager supports 18,000 end users with 50 floating license (concurrent agent licenses) spanning 160 locations / branches across India.

Results

HP Service Manager has been re-configured and fine tuned to help transform an existing deployment to meet the business and organization goals, effectively. True IT Service Management functionality has been achieved.

Serviceberry can help you realize significant value on your ITSM strategies and investments through truly customer-centric, result oriented services. To know more about how you can leverage our expertise to achieve better organizational value, please be in touch with us by email to info@service-berry.com or give us a call.

Contact:

Serviceberry Technologies Private Limited

Mumbai

101, Pressman House
Nehru Road, Vile Parle (E), Mumbai.
Tel: +91-22-66971111
Fax: +91-22-66971120

Bangalore

730, Behind BDA complex
3rd Block Koramangala,
Bangalore – 560034
Tel: +91-80-25633803

www.service-berry.com