

ITSM based Management Advances Customer Centric Processes at a leading global Water Services Company

Client Industry

Utility Services

Background

The Serviceberry end client is a leading global company based in UK providing water services to individuals and industrial clients. It manages water cycles on behalf of its customers, focusing its efforts on preservation and optimization of water resources.

The end client is a worldwide leader in water services operating in 64 countries, serving 140 million people globally, earning revenues upward of Euros 12 billion for 2008 and employing around 94000 people.

The end client had earlier implemented HP Service Desk 4.5 which was ITIL V2 based. From the view point of transforming the IT Service Management environment, the end client wanted to incorporate additional features such as Publishing Services Portfolio to end users, CMDB consolidation, and enhanced Change & Problem Management processes.

Conformance with such functionality requirements necessitated deployment of ITIL V3 which while complementing the ITIL V2 processes with a number of new processes, puts more emphasis on producing business value. HP Service Manager was selected to introduce ITIL V3 based, customer aligned IT Service Management. The implementation was done at the company headquarters in UK.

Serviceberry was selected by a leading medium-sized Indian IT services company to deliver the outcome for this prestigious client.

Business Challenges

The end client faced the following issues:

- Absence of any common infrastructure to support users across different groups.
- A need to centralize existing IT helpdesks, thus providing a single interface to end users across organizational groups to log their complaints, register service requests and make purchase requisitions.
- Absence of an integrated view of IT incidents across the organization and therefore, the ability to track and manage them.
- Lack of a self service, automated means to address end user requests and IT purchases
- Absence of a handle on changes and the disruptions they cause.
- Means to hold service providers to service level commitments

- A need for customer centric and responsive IT service management.

The Serviceberry Value

Serviceberry carried out a process workshop to understand and fine-tune the end clients' global IT processes. As a next step, Serviceberry defined the baseline for Service Manager deployment and its alignment with organizational needs and goals.

Among the modules implemented:

- Incident Management to address end users IT problems
- Service Catalog & Request Management to cater to end users Service Requests and Procurement needs
- Change Management to manage, control and track changes in the Data Center
- Service Level Management to help measure SLA's.

This implementation demonstrates Serviceberry's ability to define and fine tune IT processes for large, global companies spread across various geographies. The deployment brings forth our best practice experience and expert knowledge in creating a baseline for implementation, configuration and customization of the Service Management application that meets customer business demands.

Outcomes for the client:

The IT Service Management environment has been transformed to become customer centric. The end client today supports end users with licenses across locations thereby achieving desired ITSM functionality and return on investment. The centralized help desk provides a single interface to end users while providing higher visibility of all IT incidents to the IT team. The end users have more control over their service requests and IT purchase requisitions. Incident management was made more proactive, with IT detecting and resolving issues before they impact end users.

One of the big breakthroughs came from implementing Problem Management. By detecting and resolving root causes, we were able to reduce the number of service calls.

The risk of lost productive time due to unplanned or emergency changes has reduced while the assurance of a higher, predictable Service level has been greatly enhanced.

Control mechanisms have been put in place through deployment of ITIL V3 based processes thus ensuring greater stability in the IT environment and a better quality of service to business users.

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