

Case Study | ITSM



ITSM Services for Translation and Localization Industry

About Client

Client is the world's leading language solutions company. They enable communication and empower relationships, regardless of language, country of origin, or circumstance.

Technology Used

BMC Remedyforce, OneLogin SSO, Dell KACE, Salesforce, AWS, JAVA, APEX, Pentaho Kettle

Business Benefits

- Ability to track technology support tickets overall resolution time from 25000 external customer organizations
- Enable settlement of requests and tickets from 450 corporate users and 9000 + indirect internal customers via multi Salesforce org integrations
- Centralized configuration and asset management of more than 2000 endpoints/IT assets
- Over 300 Sensiple written self-service knowledge articles migrated
- 1500+ tickets processed every month

Business Challenges

- Unable to provide milestone-based ticket processing status to internal customers
- Unavailability of IT asset field and organizational distribution information from a centralized system
- Absence of a single self-service portal which aids both self-help based end user issue resolution and service request option
- Inability to track and report SLA adherence, multiple OLA setup, and overall ticket resolution time for tickets opened by external and internal customers that originate from a relationship management system

Solution Provided

Sensiple spearheaded a phased service management transformation effort that involved a multi-phase D4 methodology based approach. Using the Sensiple's D4 method based phased approach, we were able to help our client transform by completing a current state assessment, future state determination, and an ITSM solution identification, consolidation & migration.

Highlights

- Developed an operational level agreement baseline based on customer classification and service type
- Built a service catalog that gives a clear picture of the services offered by service desk and technology support teams
- Implemented the practice of Knowledge Centered Support
- Evaluated multiple enterprise service management tools by categorizing 'must have' and 'good to have' features
- Negotiated and procured a cloud-based business service management solution that supports the current needs and future state roadmap of IT service management transformation
- Seamless migration from an on premise helpdesk solution to a cloud-based service management solution
- Enterprise-wide rollout of the new solution including internal marketing, user & analyst training and self-help material development

