Case Study: Improving ROI and Customer Experience

Our Client: CentrePort is New Zealand's most strategically situated international port. CentrePort facilitates the movement of $15-20 billion of freight and 1.3m passengers across the Cook Strait each year and enables $3.3 billion of exports and imports with international markets.

The Situation: CentrePort had implemented BMC Helix Remedyforce in 2012. It was being used daily to manage IT Incidents and Requests submitted via email, but other modules were not enabled. Due to staff turnover, they no longer had the necessary Remedyforce administration skills to take them to the next level. To digitize workflows for their Facilities Management team, CentrePort IT were considering alternative solutions due to a lack of knowledge on how to scale out the platform.

After conducting a detailed health check and discussing their situation and goals we determined that ***they had the right product, they just could not unlock the value!***

> **The Ask:**
>
> *Bring their BMC Helix Remedyforce platform up to date, improve their ROI, and position them to better administer the platform.*

The Action: After two iterations (8 weeks in total), we:

- ❏ **Enhanced their platform capabilities** by completing a system health check, implemented the recommendations and stood up a Sandbox environment for better release and deployment practices.
- ❏ **Improved their ROI** by implementing the Self Service portal and streamlined email notifications and IT workflows for better customer and user experience; established Enterprise Service Management capability for facilities management to digitize their request and incident workflows.
- ❏ **Upskilled administration resources** to become more self sufficient by demonstrating how to prototype configuration in the sandbox environment and migrate to the production environment, and through documenting all the configuration changes required to deliver the solution.

The Outcome: CentrePort users have a vastly improved experience as the Self-Service portal provides a simple mechanism to log tickets and provides them with visibility of ticket progress which they previously did not have. The new email notifications are also providing better information in a much clearer format. CentrePort IT have avoided the need to purchase and administer yet another system, by including the management of the Facilities tickets on the BMC Helix Remedyforce platform.

Case Study: ITSM/ITIL practice uplift

ETHANGROUP

Our Client: Ethan Group is an Australian-owned information technology and communications service provider that offers systems integration, hardware procurement, business systems architecture, telecommunications, and information communications technology (ICT) consulting services. We build and manage communication, application and infrastructure solutions for medium-sized businesses, large multinationals and government organisations.

The Situation: Ethan Group felt that their teams were doing a great job in servicing their customers, but there was inconsistency in how their ITSM processes were being delivered across their teams, and some processes were not as mature as they would like.

Ethan Group's IT Service Management team felt there was is an immediate need to **ensure a baseline of ITSM practices is documented and understood** across the teams responsible for supporting and delivering services.

> **The Ask:**
>
> *Uplift the knowledge of our teams by developing and delivering re-useable training material for ITSM Service Support and Service Delivery functions.*

The Action:
- [ ] **Training Packs developed** xxxxxxx.
- [ ] **New Knowledge Management process** xxxxxxxx.

The Outcome: Ethan Group now have support teams with updated knowledge and skills to further improve their service to customers. They also have a re-useable set of training modules that they can deliver internally to ensure that all ITSM processes can continue to be performed consistently.