

ManageEngine ServiceDesk Plus case study

ServiceDesk Plus streamlines Telelogic's IT-support

ABOUT TELELOGIC

Telelogic was founded in 1983 with headquarters in Malmö, Sweden, and U.S. headquarters in Irvine, California. Telelogic is the leading global provider of software and services for Enterprise Lifecycle Management (ELM). Telelogic products go beyond Requirements Management and Application Lifecycle Management (ALM) by combining the voice of the customer with business objectives to drive development of products, applications, advanced systems and software.

BUSINESS CHALLENGE

After years of using different global tools and processes Telelogic AB with 25 offices located around the world, 1200 employees and 35 IT staff, started to search for a global Helpdesk and Network Monitoring tool. We understood that a lot of time and money could be saved by using already established solutions, documentation and troubleshooting tips. At the same time it would be a great advantage to be able to combine integrated monitoring and escalation systems with a system that has the capability to raise a helpdesk case when a defined threshold had been exceeded. One issue that had to be considered was the difficulties we had in enforcing global IT policies and standards since the different tools used regionally did not enforce our global best practices.

THE EVALUATION

Initially we evaluated the best known helpdesk tools in the market and did an extensive evaluation of Remedy's Service Desk Express. But our impression was that despite the great potential of that system, it required too much tuning and configuration initially to give us the ROI we were looking for. Then one of our technicians more or less stumbled over ManageEngine ServiceDeskPlus and suggested that we should evaluate that tool as well. ManageEngine is the Enterprise IT Management

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Software division of AdventNet, Inc. Since ManageEngine also had monitoring tools like ApplicationManager and OpManager that simply integrate with ServiceDesk Plus it filled our initial requirements and we decided to do a test installation. The installation more or less convinced our entire team that this was the right tool for our needs and organization.

Everything we were looking for was there: AD integration, web-interface for technicians and users, self-service portal, solutions database, inventory module, service and device monitoring, in fact, it was more than we were looking for. After two weeks of testing and configuration we rolled out the system in October of 2006, with buy-in from all global offices. That in itself was impressive! What we saw was that the tool was so intuitive that technicians were able to get up to speed with a minimum of documentation and training.



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→ BUSINESS RESULTS

The results have far exceeded our expectations. From having disjointed IT processes and solutions we have quickly established a set of global best practices, solutions and troubleshooting methodology. Users have been very positive to the changes as well. "Having a global solution means that our experts and team members around the world now are able to work on requests and problems wherever they arise, not just in their own region. This is a far better use of competence and resources".

During the last twelve months we have processed more than 36 000 helpdesk requests. The majority arrives via email and is processed according to business rules based on organizational groups, key words, and location. We currently have 50 technicians licensed to use the ServiceDesk Plus. We run our server in a VMWare environment but the request database is kept on our corporate SQL server database used for all corporate database systems. Our servers are based in Malmö but our IS/IT teams are based around the world with about 18 team members in Asia, 14 in Europe and 18 in North America. We have recently begun using the inventory module to scan our computers and provide us with highly needed information about software

usage and license compliance. Our next goal is to make our support process even more ITIL compliant and we have begun evaluating the latest version of ServiceDesk Plus to see if we are ready for this step.

THE FUTURE

When we initially evaluated ServiceDesk Plus our conclusion was that even if we outgrew it in a couple of years, the improvements to our processes and service would make us better prepared to implement a more complex and "professional" solution in the future. But the reality is that after one year, ServiceDesk Plus is adding features and improvements that make it the best solution for our company in the future as well, regardless of price.

"With ServiceDesk Plus we have quickly established a set of global best practices, solutions and troubleshooting methodology".

Michael Gehrisch, SVP,
Telelogic AB

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Enebybergsvägen 10 A
SE-182 36 Danderyd · Sweden
+46 (0)8-753 05 10 · www.inuit.se

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