

“ THE QUALITY OF
THE PS'SOFT SOLUTION,
ITS FUNCTIONAL
COVERAGE AND ITS
ANSWERS TO ITIL[®]
ISSUES WERE
DETERMINING
FACTORS ”

OLIVIER JACOD, OPERATIONS MANAGER
BEL GROUP

- > How to centralize and manage the data related to its IT-administered assets?
- > How to guarantee users access to a practical service desk?



BUSINESS SECTOR
Global Distributor
of Brand Name Cheeses

THE BEL GROUP CONSOLIDATES ITS ITIL® APPROACH WITH PS'SOFT

The international group, Bel, chose the PS'Soft suite to manage its IT assets associated with an ITIL® approach. The solutions which were implemented have provided the Bel Group with a Service Desk and single database capable of managing all IT equipment sharing a common description and processes. Bel is an international family-owned group of French origin, which specializes in the preparation and manufacture of brand-name cheese. The Group, which has a presence in over 120 countries, with such well-known international brands as The Laughing Cow®, Babybel®, Kiri®, Cheese & Fun®, Leerdammer®, and several well-established regional brands, has nearly 10,000 employees.

IMPLEMENTATION OF AN ITIL® APPROACH

The Bel Group was looking for a system that would allow it to centralize and manage the data related to its IT-administered assets – hardware, software, Production, test environments and automation of related processes. The approach, which was launched in early 2006, came as the result of a user-satisfaction study carried out by the Information Services Branch (ISB), which revealed inadequate user satisfaction. Furthermore, the Group was experiencing significant changes in 2007 with SAP deployment at all of its sites. The ISB first had to prepare itself to implement processes capable of providing optimum support and assistance during the change. It thus became imperative to implement ITIL® processes to support the redevelopment and standardization of the operating system. Asset management is the first step to configuration management, which is both cornerstone and support for all service-management processes. The Bel Group's ISB therefore invited proposals from

suppliers to set up a Service Desk and single database capable of managing all IT equipment sharing a common description and processes. The criteria used for choosing a service provider were functional coverage, ITIL® compliance and ease of implementation. In June 2006, the Bel Group chose PS'Soft solutions for three ITIL® areas: Service Delivery, Service Support and Infrastructure Management.

THE PS'SOFT SOLUTION

Initially, the Bel Group chose to implement PS'Soft's Service Desk solution to improve user support. The implementation enabled Bel to:

- implement a service catalog;
- define service contracts and first service-level indicators;
- define an incident-management process;
- strengthen the single entry point for all users: a Service Desk.

SUMMARY

- Based in Paris, France
- Present in 120 countries
- 10,000 employees throughout the world, including 3,000 in France
- Total revenues in 2006: 1,8 B euros
- International brands: The Laughing Cow®, Babybel®, Kiri®, Cheese & Fun®, Leerdammer®

THE CHALLENGE

Implement an integrated IT Asset Management, Service Desk and Change Management solution aligned with ITIL® best practices.

THE SOLUTION

- PS'Soft Service Desk and PS'Soft Asset Management
- Number of PCs managed: 3,000
- Number of users: 2,500

The next phase involved the implementation of PS'Soft's Asset Management Suite solution, to manage configuration lifecycles proactively, from initial request to retirement. Completion of the project entailed:

- the creation of a central Cis (Configuration items) database on which other processes would rely (Service Desk, Helpdesk, Change Management, Configuration Management);
- the implementation of commitment-request management processes, to offer service commitments to users and allow finer-granularity management of the annual budget for hardware renewal and equipment for new employees;
- **more precise order management**, to follow up on suppliers in the event of partial deliveries, view pending orders by site, provide easier links with SAP;
- hardware-reception management: better planning of hardware deployment, better flow between orders and receptions, user notification;
- the automation of other events in the Cis lifecycle, particularly equipment failure management, moves and removals from the assets;
- full assets inventory.

Furthermore, **the existence of a link between the technical and administrative management of the assets** offers many advantages:

- centralized data;
- **a complete vision of the IT asset lifecycle, from initial order to disposal**;
- immediate savings in all administrative tasks, such as asset management.

THE BENEFITS: IMPROVED CALL MANAGEMENT

The Bel Group's main evaluation criteria were based on a few key points:

- an accessible service desk;
- information on the mapping of response times reported incidents;
- transparency of the support teams' actions, a relationship based on commitments;
- improved management of the priorities of operational teams for the IT department;
- a decrease in incidents through actions focused on the root causes of problems.

Since its implementation in June 2006, **the new system has been guaranteeing users access to a practical service desk. It covers slightly more than 2,500 users, and nearly 30,000 tickets a year**, and provides complete visibility of the mapping of call responses to reported incidents and transparency of the support teams' actions.

The systems department has also **noted improved management of the operational teams' priorities and a significant decrease in incidents**. In fact, incident analysis now makes it possible to permanently correct recurring incidents and to evolve to a problem-management mindset.

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PS'Soft's proposed solution met the functional scope we had defined. The quality of the bid, its functional coverage and its answers to ITIL® issues were determining factors in the choice of solution", explains Olivier Jacod, Operations Manager for the Bel Group. "We also appreciated the responsiveness and proximity of the PS'Soft teams.



OLIVIER JACOD,
OPERATIONS MANAGER
BEL GROUP

PS'SOFT SERVICE DESK: THE RESULTS

- Improved call response time rate consistent with SLA level 1, from 60% to 85 %.
- Incident detection rose from 40% to 95%.
- Better call management.

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