

 THE INFORMATION
WE MANAGE IN THE
PS'SOFT ASSET
MANAGEMENT
REPOSITORY
IS MORE THAN
99% ACCURATE



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- > How to implement streamlined management of its Help Desk and its IT assets?
- > How to set up overall and automated management of IT assets?



BUSINESS SECTOR
Administration

THE PARIS CPAM IS REORGANIZING ITS SERVICE DESK AND OPTIMIZING MANAGEMENT OF ITS IT ASSETS

Inheriting a complex situation, the Paris CPAM (Caisse Primaire d'Assurance Maladie) IT Support Department (ITS) has chosen PS'Soft to guide it through a complete reorganization as regards managing its support and IT assets. The Paris CPAM, one of the 128 primary funds for the health branch of the French Social Security system fulfills several roles: registration of insured persons, processing of patient forms, reimbursements, etc. To better serve its users (3,695 officers spread over more than 50 customer agencies), the Paris CPAM IT Department recently redefined the organization of its user support and the management of its IT assets.

FIRST REQUIREMENT: STRUCTURE AND COMPUTERIZE USER SUPPORT

When Mr. Gardini, Director of IT Support, initially arrived to head IT Support, he found a high level of user dissatisfaction and a lack of visibility on service performance. He decided to **streamline the organization of the department**, in particular through the implementation of the PS'Soft Service Desk solution. With the creation of a first-level hotline staffed by technicians and the automatic generation of incident reports enabling systematic call follow-up, the results were quick to appear. Today, 100% of all calls are recorded in the PS'Soft database (the unit handled more than 9,047 calls in 2006). They concern application use, upgrade requests and workstation failures. **35% of all calls are currently resolved at the first level and the user satisfaction rate is very high.** Thanks to the implementation of indicators (response time monitoring, remote response rates, number of on-site and off-site responses, using internal or external resources), Mr. Gardini's team has objective information allowing it to measure the quality of user support and the help desk is now a key component of the user service.

IMPLEMENTING A PROACTIVE IT ASSET MANAGEMENT POLICY

Further to this first project. Mr. Gardini and his team wanted to continue to streamline their organization and **have an asset management database that is accurate, up-to-date and integrated with their Help Desk solution.** At the time, they were using an internal IT asset management solution with limited features. Satisfied with their first engagement with PS'Soft, they quite naturally opted for the **PS'Soft Asset Management Suite and its Discovery inventory solution.** To implement this new project, the IT Support team set up a sound methodology. After a requirement definition phase intended to determine the information required to manage the assets, taking account of the key issues specific to the Paris CPAM, Mr. Gardini defined the resources, organization and management rules, incorporating the complex nature of the existing situation and the technical aspect of the project. Lastly, a crucial communication phase concerning the project and training allowed the various users to see just how the solution would meet their needs.

SUMMARY

The Paris CPAM IT Support (ITS) Department fulfills several roles: hardware acquisition management, user support and maintenance, WAN and LAN administration, application development and integration, and asset management. To optimize the user service, ITS decided to implement streamlined management of its Help Desk and its IT assets using PS'Soft solutions.

THE CHALLENGE

The Paris CPAM manages assets representing more than 3,600 workstations spread over 56 sites. A third of these machines are renewed every year. To streamline its organization, the Paris CPAM frequently opens and closes sites and transfers hardware and personnel. Lastly, ITS is faced with a growing number of requests for assistance. All these factors combine to create a complex, critical and constantly shifting situation.

THE SOLUTION

ITS's priority was to implement PS'Soft Service Desk in order to record calls from IT correspondents and structure call follow-up and incident resolution. In a second step, in order to optimize user service, ITS set up overall and automated management of IT assets, eliminating virtually all manual data entries. This solution is based on the PS'Soft Asset Management (repository management), PS'Soft Discovery (automatic inventory), PS'Soft Integration (automatic importing of supplier delivery slips) and PS'Soft Decision Builder (reporting) solutions.

BUSINESS SECTOR
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AUTOMATED MANAGEMENT TAILORED TO THE COMPLEXITY OF THE PARIS CPAM IT ASSETS

Opening and closing of sites and personnel and hardware transfers are frequent at the Paris CPAM. Combined with the many user requests for assistance (in particular for specific applications), they represent a **complex and constantly changing situation. Having accurate and detailed information on the assets and responses was therefore a key challenge.** To meet this challenge, the Paris CPAM implemented a **highly automated management system**, greatly reducing manual entries and the related risk of error.

The first step is logistical. ITS is in charge of managing hardware acquisitions in relation with the Procurement and Contracts department. An electronic delivery slip including the serial numbers come with the hardware deliveries, for the main supplier. It is used to enter the hardware in stock in the PS'Soft solution. Workstations, printers, UPSs, network devices and badge readers are thus managed in the PS'Soft repository, from stock entry to disposal. An installation folder is then created and transferred to the team in charge of deploying the hardware. A common software core and the Discovery inventory agent are installed. A first set of information is transmitted by Discovery. This information is checked in a third phase by the asset management team, which specifies at this time the hardware user's manager (one of the rare items entered manually). **The PS'Soft repository is therefore fed automatically by the electronic delivery slips, by the automatic inventory performed by Discovery which transmits the information concerning the CPUs and monitors, by the Lexmark printer management solution and by the location management solution (IP addresses). Today, 3,607 workstations, 832 printers, 146 servers, 161 laptops and 59 vital terminals are managed in the PS'Soft repository.** In addition to these figures, 200 workstations have not yet been deployed, but will replace equipment in the field. The Paris CPAM also manages contracts and warranties using PS'Soft Asset Management, thereby providing it with an overall picture of its IT infrastructure.

A SUCCESSFUL PROJECT PAVING THE WAY FOR MORE STRATEGIC THINKING

Today, Mr. Gardini and his team have been able to verify on many occasions that their initial objective was reached, with information that is more than 99% accurate in their IT asset management database. The next steps consist of extending this management to software assets, automating certain processes (incident resolution and deployments) using the PS'Soft Change Management solution in order to improve communication with end users, and providing a larger number of users with access to the information managed in the PS'Soft repository, mainly through the Web version of Asset Management.



Our organization is constantly changing, so having accurate and detailed data on our IT assets is crucial for making the right decisions in our everyday work. Today, we are highly satisfied with our cooperation with PS'Soft. The organization we have set up allows us to trust our data: the information we manage in the PS'Soft Asset Management repository is more than 99% accurate.



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BENEFITS

The reorganization of user support has given ITS increased visibility to IT problems and improved user satisfaction. These positive effects are further strengthened by the optimization of IT asset management, which enables the Help Desk to ensure shorter resolution times through the use of centralized information and leveraged knowledge. The opening of the PS'Soft Asset Management Suite has allowed ITS to automate most data entries, keeping manual entries and the related risk of error to a minimum.

Lastly, from an administrative standpoint, access to and analysis of information are facilitated, making it possible to provide quick answers to the various requests from other departments.

THE FUTURE

Today, with its solid asset management basis, Mr. Gardini wishes to allow people outside ITS to access PS'Soft repository information and to automate certain processes to streamline operations and improve communication with end users.

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