

# Tieto Italy SpA, leading software service provider, Automates their IT Help Desk in just 14 hours

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- Alessandro Fortunato, IT Support Specialist At Tieto

## AT A GLANCE

### CUSTOMER'S BUSINESS

IT Product Engineering Services

### CHALLENGES

No control over help desk, inability to organize tickets, frequent SLA violations, slow response times

**TECHNICIANS** - 10

**END USERS** - 400

### KEY FEATURES

SLA, Request Templates, Reply Templates, Notification Rules, Reports

### BUSINESS OUTCOME

Improved technician productivity and response times, reduced SLA violations, increased business opportunities through reports

## Background

Tieto is the leading IT service company in Northern Europe providing IT and product engineering services. The highly specialized IT solutions and services complemented by a strong technology platform provide their local and global customers tangible business benefits. Tieto's customer in Milan uses software products from Tieto needed a reliable ticketing system to log issues and incidents.

## Lack of control over IT HelpDesk prompts need for change

Prior to using Tieto's services, incident management was handled by another vendor that used a spreadsheet and email based system for this: and not surprisingly, the customer was not happy with the service.

There were severe drawbacks like the inability to organize tickets, frequent SLA violations, slow response times that were seriously hampering the customer's business operations. The customer simply felt they had no control over their IT help desk operations provided by the vendor.

Finally the customer decided that the old vendor be replaced by Tieto to handle their incident management. But the condition was that the customer wanted Tieto to automate the entire process and not use a spreadsheet based system like their predecessor did.

## Hosted IT Service Desk customized and launched in 14 hours

Having to move away from email and spreadsheet based operations and with no readymade solution in hand, Tieto Italy began scouting for a solution that they could use to manage the complete life cycle of incident tickets On-Demand. A weighted matrix comparison between 5 different products on the basis of feature set, technical requirements, ease of implementation / use and price ranked ServiceDesk Plus On-Demand as the ideal choice for an IT Service Management tool.

Tieto never thought moving to an automated ITSM solution could be this easy. “application is very intuitive and easy to use, says Alessandro Fortunato, IT Support Specialist at Tieto.

Customizing the application was cakewalk. The Admin Panel was so well organized and all we needed to do was click ‘Start’ on the Configuration Wizard . The application guided us through the complete configuration process and we were ready to start working on tickets on Day 2 of our purchase. It took just 14 hours to get ServiceDesk Plus On-Demand up and running 100% and start managing our IT service desk.”

Currently about 10 IT help desk technicians use ServiceDesk Plus On-Demand to cater to the 400 users in the customer’s organization.

## Templates and Notifications Improve Technician productivity and Response times

It was important that Tieto managed its customer communications well as the previous vendor’s response time to tickets was slower than the customer wanted it to be. This was directly impacting customer satisfaction levels as users did not hear from the help desk for quite some time after they raised tickets or did not receive prompt replies to queries and updates. Tieto had to be more responsive than the previous vendor without affecting technician productivity.

*“Our customers are hearing from their IT helpdesk much better than before and they are very happy about it.”*

ServiceDesk Plus On-Demand has helped Tieto respond to users raising tickets much sooner with the SLA function for First Response. Tieto was able to define the various response times for tickets matching different criteria like priority, impact, urgency, etc.

Tieto’s operations have not just become responsive but also productive. Earlier, if the technicians needed anything from the customer, they had to type out emails manually and send them to users. With the Reply Template feature in ServiceDesk Plus On-Demand, Tieto technicians create templates for standard replies configuring subject and description using the ticket variables and send out emails at the click of a button right from within the tickets themselves. So no complaints about our staff having to spend more time communicating with customers than working on the tickets.

And the best thing is that, technicians needn’t worry about keeping track of replies. The software automatically merges the incoming reply from the user with the ticket and notifies the technician. So, all conversations with the user are tracked in one place as part of the ticket details.

Timely and prompt communication has also been possible with the numerous Notification Rules that can be configured in the application. Tieto technicians notify the right people at the right time even without them remembering to do it. Tieto has been able to set up automatic notifications to both customers and technicians in response to events such as receipt of a new ticket, updates on tickets, and assignment of a ticket to a technician, replies from user and so on.

## Comprehensive SLA feature helps meet IT service delivery commitments

With the previous vendor, SLAs were previously all over the place with the customer having little or no control. The customer could not meet key business targets within budgeted time and cost.

*“As their new vendor, we really needed to track and improve our service effectiveness as violations would make our credibility take a hit with the customer. That’s when ServiceDesk Plus On-Demand’s comprehensive SLA feature came out swinging. We were able to automatically assign SLAs for every kind of ticket that came in by configuring single or multiple rules that would be applied on the ticket.”* says Alessandro.

With four levels of escalation possible, his team is able to send out timely reminders and notification to technicians at different levels and ticket owners before SLA violations happen. Moreover, with the technician dashboard including information on tickets close to violation, the technicians are able to take prompt action on tickers in the queue and prioritize their workloads.

The comprehensive reporting section with its many out of the box and custom reports on SLA have helped Tieto generate reports to the customer on a monthly basis, analyze trends and take appropriate actions to greatly improve on their service delivery commitments to the customer.

## Flexible Reporting converts tickets into business opportunities

Such is the visibility and control over the entire incident management process that Tieto has used the various reports it generates with ServiceDesk Plus On-Demand to convert incident tickets into commercial opportunities. With a flexible reporting mechanism in hand, Tieto's IT managers are able to move away from every day firefighting and analyze incident data to recommend feature changes in the software that would reduce bugs and incidents. IT helpdesk for Tieto has not only helped improve IT operations but has also helped them to identify business opportunities.

### And one more thing

*"Another impressive thing about the success of our choice of ServiceDesk Plus On-Demand is Customer Support." says Alessandro.*

*The team has been very responsive right from our evaluation days and they've never wavered until this day.*

*"With ServiceDesk Plus On-Demand, we and our customers are a happy lot" he concludes.*

## About ServiceDesk Plus On-Demand

ServiceDesk Plus On-Demand is a complete SaaS based, ITIL ready help desk system for businesses of all sizes. With ITIL process workflows and extensive reporting capabilities, it enables the IT organization to manage end to end operations of the help desk providing best in class service to the users. With no servers or software to set up, and attractive pay as you go pricing ServiceDesk Plus On-Demand is the answer to any help desk manager who wants to use market leading technology to optimize IT service desk operations.

ServiceDesk Plus On-Demand comes with a plethora of features including

- Automated ticket management
- Configurable Business Rules and SLA
- User Self Service Portal
- Integrated Knowledge Base
- Asset Management, Purchases & Contracts
- ITIL workflows for Incidents, Problems and Changes
- Extensive reporting and dashboard capability

With Service Desk Plus On-Demand you enjoy the unique advantage of Over 7 years of SaaS and IT ServiceDesk Experience: Zoho Corporation has been a SaaS vendor for over 7 years and over 4 million users access the Zoho services. The installed version, ServiceDesk Plus from ManageEngine( the IT management division of Zoho) has been in the market for the same time and has over 15,000 organizations using it for their IT management needs. So ServiceDesk Plus On-Demand comes from a rich background of SaaS and IT service desk experience.

For more information on how ServiceDesk Plus On-Demand can help you with your IT service management needs,

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