



Installing EasyVista has enabled us to achieve a more detailed modelling of our IT equipment and installations, which has in turn helped improve its reliability and ensured we meet our service commitments.



Nadine Roy,
*European Service Management
Team Leader*

Claude Amadei,
EasyVista Project Manager



Testimonial

ARKEMA manages quality of service internationally with EasyVista - Arkema improves the modelling of its IT assets and optimizes the management of its Service Desk across 3 continents

Arkema is a leading chemical company which has a presence in more than 40 countries, employs 15,200 people, and has a turnover of 5.7 billion euros. Arkema has a leading position in its principal markets, operates six research centres in the United States, France and Japan and owns some internationally recognized brands.

As part of its mission, and in order to optimize the quality of the services it delivers, the DISIT (Information Systems and Telecommunications Division) set up a Service Desk to provide support to users around the world. The Service Desk either assesses the requests and deals with them directly or forwards them to the DISIT teams concerned to monitor the progress of requests.

Other services that have also been put in place on the Service Desk include:

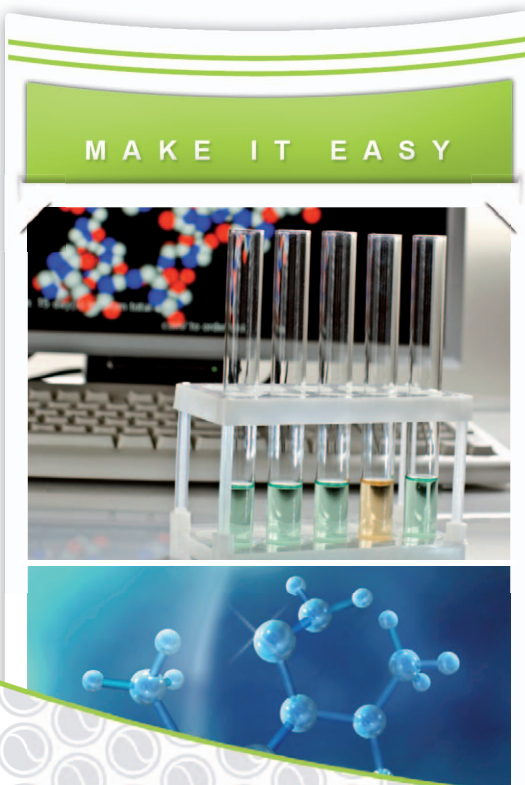
- **Monitoring and maintenance**

of infrastructures (servers, network, workstations) and business applications (availability, functionalities, data exchange, batch processing).

- **Change management:** information to user groups, planning, validation procedure and risk management.

- **Incident management:** resolving technical and functional incidents, communications to user groups.

- **Identifying and implementing of corrective actions** in order to reduce the number of incidents.



Arkema Service Desk: a global strategic vision

Arkema initially provided IT support to users throughout Europe, North America and Asia. However, the problem was that not one market used the same tools or Service Desk. Therefore, Arkema decided to standardize its Service Management tools and processes in order to manage the whole of its global IT assets better. It chose EasyVista as its solution and there were three main aims underlying the project:

- To profit from a solution that provides strong processes across the three geographical hubs and ultimately enable a global reporting procedure.
- To set up an integrated, easy to administer solution, with a single database, easily accessible from anywhere in the world via the Web.
- To take advantage of the R&D from an acknowledged expert software publisher, and also adopt a solution that supports ITIL processes as a market standard.

Staged implementation across different geographical zones

The project was initiated in December 2006, the main centre for the European IT teams, under the guidance of Nadine Roy, Services Management Team Leader, and Claude Amadei, Implementation Project Manager. There were four main objectives in implementing EasyVista: incident management (operational across the three geographical hubs from November 2007), change management and CMDB, and finally user request management.

The project management team consisted of 10 people working part time: six in Europe, and two at the American and

Asian hubs. This diversity meant that the unity of the project was preserved and that each implementation could be adapted to the needs and capabilities of each hub. Incident management was first implemented in the European centre, followed by Asia and North America. The European team developed a standard training package which was then used in the Asian and North American hubs. So far, several hundred operators have been trained and are providing support to users in the group.

A whole range of information resources was also provided to accompany the implementation of EasyVista and its user portal. The 10,000 users of the Arkema Group are therefore able to track their incidents via EasyVista Self Service, allowing them to record their own requests and incidents directly via this portal.

Setting up the CMDB (Configuration Management Database) and providing change management makes the Arkema Group IT assets more reliable.

Together with the change management programme, the CMDB means that the teams have a common objective for continual improvement of Arkema's asset management processes. It has also helped ensure that the IT services supplied to users are more reliable and in-line with Arkema's service level undertakings.

The ultimate objective is to allow impact studies to be carried out, in order to define and improve the services delivered.

On-going updates to the content of the CMDB make it an effective model for representing the asset base. This is a virtuous circle: the more accurate

the definition of the model, the more effective the impact studies are, which in turn motivates the teams to find even more ways of improving the model.



In Brief

In Numbers

- 10,000 supported employees
- CMDB: More than 1,200 servers on 100 different sites

Solutions

- EasyVista Service Management
- EasyVista Self Service
- EasyVista Asset Management
- EasyVista CMDB

Objectives

Make Arkema's global IT base more reliable, capitalizing on best practice from the teams across all of the company's geographical hubs

Advantages

- To improve IT modelling to make the services more reliable
- To provide continual support for all users in accordance with service contract undertakings, wherever they are and whichever support team they use
- To capitalize on the knowledge of the teams and have a better defined list of incidents across Arkema's three geographical hubs, allowing international benchmarking of services delivered.