



Testimonial

Staff&Line's SaaS solution, EasyVista.com, has enabled us to standardise our process for handling trouble tickets worldwide and build a virtual Service Desk team covering three continents.

**Franck Bellot,**  
Infrastructure Services Manager  
Inergy Automotive Systems

## Inergy makes its trouble tickets totally traceable by optimising its world Service Desk with EasyVista in SaaS mode

Inergy is a young company, founded in 2000. It is a joint venture between Solvay Automotive and Plastic Omnium Soufflage, who both design, make and market vehicle tanks. Since then, its business has grown significantly, and today, Inergy is a major player in the 'energy engineering' market. Supplying the world's main car makers with fuel systems, it has 24 plants and 50 sites in 18 countries across three continents (Europe, Asia and America). Inergy currently has around 4,500 staff, 2,700 of whom use the company's IT systems.

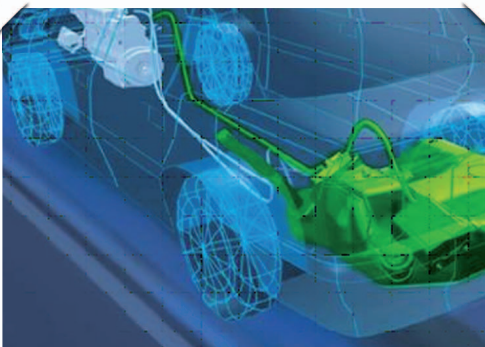
A corporate strategy which favours implementing applications in SaaS mode

Inergy controls its IT systems from France; but IT team members are scattered over a number of sites. While the IT Director is in Paris, most of the staff are divided between Compiègne and Laval in France, and Troy and Michigan in the US. When Inergy was founded the priority was to set up the business systems. Initially, Inergy's IT systems were organised locally, so the choice

of tools varied in terms of the Service Desk. However when François Fromangé joined the IT department in 2001, a more rigorous IT strategy was put in place.

Up until 2006, offices across the three continents used different solutions to manage their local Service Desks, and there were many problems tracing tickets which meant they had to be dealt with at a Corporate level (third level support). And, with a new organisation being set up in

MAKE IT EASY



2006, it meant that the IT team was spread over several continents.

Monsieur Bellot, Inergy's infrastructure services manager, was therefore on the lookout for a new solution that would serve as the backbone to the support organisation on a local and global level. The application he required had to ensure tickets were managed better internationally as part of an ITL process. He also wanted to ensure that the processes are clearly defined, and that the Service Desk could be used worldwide to make certain the solution was accepted in all countries. EasyVista.com was selected following a call for tenders in 2007.

EasyVista.com won on its ability to enable tickets that had been escalated to the Service Desk traceable on a multi-level, multi-site basis. It also offered the opportunity to implement IT asset management worldwide in SaaS mode. EasyVista.com also fitted in perfectly with Inergy's Managed Services business strategy. This policy aims to outsource services completely, while at the same time retaining full control of partners. This strategy means Inergy can keep costs stable in the long-term and avoid investing heavily in infrastructure. SaaS mode meets this need perfectly, and Inergy has established real partnerships with its suppliers, including Staff&Line in the case of the Service Desk.

### EasyVista.com is the backbone of Inergy's Service Desk

«With the help of Staff&Line's partner Infodis IT, EasyVista was installed very quickly, in less than six months. Infodis IT were helpful in putting the processes and ticketing in place, and migrating the 20,000 tickets held in the old systems to EasyVista quickly and painlessly» Franck Bellot says.

He adds, «With EasyVista, we've been able to standardize our processes worldwide, so our Service Desk is easier to manage».

Global standardization is one of the main strategic initiatives of Inergy's IT department. Since 2001, for example, the user environment has been standardized, and users benefit from a Single Sign-On which allows them to gain access to the group's applications (including EasyVista.com).

Inergy's virtual Service Desk has 70 people involved in resolving tickets. The company's 2,700 users are able to connect automatically thanks to the Single Sign-On, and can send their tickets in via EasyVista's portal, which they access via the company's intranet. They can e-mail or call the hotline too. If a solution cannot be found immediately, a team member acts as router, sending tickets to support levels 2 (regional) or 3 (corporate). To ensure no information required to resolve the issue is left out, tickets cannot progress through the system until all information has been completed. This ensures the team responds more effectively to problems.

Results are monitored each month via management reports covering the key operating indicators for the Service Desk. How calls are recorded is monitored closely so that the IT team can improve upon its communication with users. Inergy's overall aim is to have all tickets recorded via the portal. A number of other projects are also up and running, such as implementing Change Management. Repetitive tasks such as synchronizing user lists between Active Directory is also in line with Inergy's Managed Services strategy and will soon be automated.



## In Brief

### In Numbers

- 4,500 staff, 2,700 of whom are IT users
- 1,400 tickets a month managed with EasyVista
- 70 EasyVista users worldwide

### Solutions

- EasyVista Service Management
- EasyVista Self Service
- EasyVista Asset Management
- EasyVista Discovery

### Objectives

- Make all tickets sent in to the Service Desk totally traceable on a multi-level, multi-site basis
- Follow ITIL processes (universal and clearly defined)
- Implement a global Asset Management policy

### Advantages

- SaaS mode enabled the solution to be implemented quickly, with limited investment
- EasyVista has made it possible to standardize ticket handling processes
- The solution (which Inergy calls its Indesk service) helped get it accepted by users
- Rigorous and traceable: no tickets are accepted unless processes are followed
- The Indesk service is available 24/7 (via Inergy's EasyVista portal), even if users have no way of connecting to the company's IT system: if they can access the Internet, that's enough!