

ITSM WITHOUT CODING: Spatial data specialists improve customer experience, transparency and agility

Esri Finland is part of the global network of Esri, the world's leading provider of spatial data technology. Esri

Finland is the exclusive distributor of Esri's geographical information systems (GIS) and location analytics solutions in Finland.

Esri uses cutting-edge technology to deliver valuable location-based intelligence to its customers – a process that helps them to see more and do more with their information. Esri Finland has approximately 60 employees.



FLEXIBLE SERVICE PACKAGE

The time was right for Esri Finland to change its IT service management tool when the company wanted to improve the quality of its service request management, incident control and reporting. In developing the new tool, the objectives were to improve the customer experience for both external and internal customers, to better understand IT service management functions and to develop Esri Finland's business in response to the ever-changing customer needs and the world around. The Efecte solution included a self-service portal, ticket management tool and user management.



"We chose Efecte's cloud solution over competing solutions as it suited our needs best. The solution enables us to build a role-based system, to create custom views and to customize the system simply by configuring it without programming expertise," says Esri Finland's Service Manager, Aki Tähtinen.

"Efecte's solution has an important role in helping us improve customer satisfaction."

Tähtinen was impressed with how easy it was to work with Efecte's project team. "The preliminary requirement forms they submitted and the workshops held before the project started helped to create a shared understanding of the scope of the project. That made the content and schedule of the project more manageable."

SERVICE REQUESTS QUICKLY AND WITH HIGH QUALITY

Thanks to the project, the management, resourcing and monitoring of maintenance work is clearer than before. Esri Finland can now respond to customer service requests and tackle problems more quickly and with higher quality. As Esri Finland continues to gain experience with Efecte, the company can further enhance its operations and performance based on data from the system. "Efecte's solution has an important role in helping us improve customer satisfaction, which is at the center of everything we do at Esri Finland," says Tähtinen.

CLIENT BENEFITS:

✓ *Clear SLA follow-up*

✓ *Fast and high quality of request handling*

✓ *Scalable service portal*