



Deloitte Belgium

Switches to ITRP to give its employees the fastest and most user-friendly access to support for their IT services, answers to their HR questions, help with their lease cars, etc.

Industry

- Professional Services

Geography

- Belgium

Challenges

- Existing ITSM solution took much time and tool-specific knowledge to maintain
- Support for additional ITIL processes, like change management, needed
- HR and Fleet Management departments in need of an online support portal

Solution

- Set up separate ITRP accounts for the different support departments
- Set up additional ITRP accounts for highly confidential HR support requests
- Prepare one home page from which the support portals from the different departments can be accessed
- Ensure that all accounts are linked to support workflows across department boundaries, while ensuring that support staff can only access the information that they are authorized to see
- Build integrations between HR and IT systems to automate provisioning for new employees
- Automatically upload ITRP data to on-premise data warehouse for advanced reporting and analytics

Results

- Reliable and consistent online access to support from IT, HR, Fleet Management, Facility Management, etc.
- Additional provisioning tasks have been automated
- Improved management decision support from advanced reporting
- Online support capabilities extended to include applications (like SAP and DIAS) managed for external customers

All About People

Deloitte is the largest professional services network in the world by revenue and by the number of professionals. Deloitte provides audit, tax, consulting, enterprise risk and financial advisory services.

In Belgium, Deloitte has more than 2,800 employees in 11 locations across the country. It serves national and international companies, from small and middle-sized enterprises, to public sector and non-profit organizations.

It's the employees that make Deloitte exceptional. Each person is unique and valued for being among the best and brightest in the business. And there is a strong believe in the strengths that can be derived from diversity.

There are 44 nationalities within the Belgian firm. The gender diversity ratio is almost balanced with a workforce made up of 46% women to 54% men.

Because the success of the firm is directly tied to the quality of the people it employs, it invests heavily to make sure it recruits and retains the best.

Giving Them the Best

"Hiring the best people is just the beginning," explains Jean-Marie Van Cutsem, Security Manager, CISO at Deloitte Belgium. "Retaining the best requires much more.

"The people who work for Deloitte want to succeed. We have created an environment in which they can do that. If they need anything, there are teams of support professionals within the company ready to help them.

"This allows them to concentrate on delivering value to their customers. We want our support professionals to be able to excel in the same way. We have to give them the tools that allow them to be the best at what they do. That's what is on our minds when we select tools for our staff."

"It was the elegance, the superior user experience, that made ITRP stand out. A lot of attention has been paid to the design of the application. The team that developed it clearly understands the needs of the people who use their tool."



Jean-Marie Van Cutsem
Security Manager, CISO
Deloitte Belgium

"The service catalog of Deloitte Belgium is large and complex. Many services are obtained from member firms in other countries, as well as from external service providers. The services that are delivered to the customers and employees are often made up of components provided by internal and external providers. It was impressive to see how easily the entire service catalog could be modeled in ITRP."



Martijn Adams
Director ITSM Practice
InfraVision

The Need for a New Tool

Deloitte Belgium's homegrown ITSM solution was working well for Incident Management and Configuration Management. It even included a few advanced integrations that automated many of the provisioning steps for rolling out new PCs and bringing new employees on board.

Demand for an online self-service portal and more advanced Change Management features pushed the organization to make a decision. They could either invest in a significant development effort to extend the existing tool, or they could look for a new off-the-shelf solution. A quick comparison of the pros and cons indicated that it was time to select a new service management application.

SAP Support

The SAP environments that Deloitte Belgium uses are hosted and supported by separate teams of specialists. To ensure that they would be able to collaborate smoothly, these support teams decided to set up their own ITRP environment for Deloitte Belgium's SAP-related incidents and changes.

Implementation

InfraVision, the company that helped Deloitte Belgium migrate to ITRP, prepared the necessary ITRP accounts to ensure that this collaboration takes place in a secure fashion.

"The implementation of our HR Shared Service center implied specific demands as we wanted to guarantee complete confidentiality to our internal clients with only authorized HR staff able to access the information," says Isabelle De Becker, Director HR Operations at Deloitte Belgium. "This specific setup required a lot of tuning of the configuration and even some new features that were added to ITRP. The outcome of the strategic setup made it possible for all users (2,800 people) to filter on FAQs before contacting our HR experts."

Integrations

Several integrations were established during the implementation. These integrations were needed to keep the employee contact information up to date, create a two-way CTI interface with Microsoft Lync, populate the business intelligence environment with ITRP data, and re-create the automated provisioning capabilities.

Scope

The following ITIL processes were included in the scope of the deployment of the ITRP service:

- Request Fulfilment
- Incident Management
- Problem Management
- Change Management
- Service Level Management
- Configuration Management

About Deloitte

Deloitte Belgium is a member of the international group Deloitte Touche Tohmatsu Limited, which provides value added services in audit, accounting, tax, consulting and financial advisory services. The group employs more than 200,000 professionals in over 150 countries. Each member firm of the group is a legally separate and independent entity.

With well over €300 million in net revenue, Deloitte is the number one professional services firm in Belgium. More information about Deloitte Belgium can be found at www.deloitte.be.

About ITRP Institute

The ITRP Institute is the provider of the IT Resource Planning (ITRP) service.

ITRP is a cloud-based IT service management application service for organizations with mature process requirements and a sincere desire to improve their productivity.

The sole objective of the ITRP Institute is to provide an IT service management service that is fast, intuitive and reliable, and which provides IT managers with the information they need to continuously optimize the allocation of IT resources to the areas where they contribute most to the business.

Founded in 2010, the ITRP Institute is headquartered in Palo Alto, California. For more information visit: www.itrp.com.

Beyond IT

The focus of the HR department was to set up an HR Shared Services Center. “ITRP helped us realize this objective by providing access to most common questions using FAQs,” explains Isabelle De Becker. “The new service management application allows HR staff to focus on more complex requests, improving the quality of the answers provided, as well as the speed of response.”

Fleet Management, which is responsible for supporting the company’s lease cars, focused on making it easier for employees to submit all the common requests concerning their cars.

Today, support from Facility Management, Travel and Hospitality Services can be obtained from the self-service portal as well. This provides a unified way for all employees to obtain online support, regardless of the department from which this support is needed. The more advanced features are now also in use to allow employees to submit online forms, managers to provide online approval, and standard workflows to be triggered for more complex change requests.

DIAS

During the implementation, an integration was also established with DIAS, Deloitte’s own identity and authentication service. This integration ensures that employees are able to use ITRP securely without requiring a separate password. This single sign-on (SSO) integration is now available to the customers of Deloitte that use the DIAS service.

External Customer Support

The support structure that was set up in ITRP for SAP is now also used to support the SAP environments that Deloitte Belgium maintains for its customers. A similar support structure was set up for organizations that obtain the Deloitte Identity & Authentication Service (DIAS) service. This makes it possible for these customers to link up their ITRP environments so that they can pass their SAP and DIAS requests directly to Deloitte Belgium without the need for an integration.

Confirmation

It has been several months since ITRP was taken into production at Deloitte Belgium. Over 160 support experts are now working together to ensure that Deloitte Belgium’s employees can perform optimally for their customers.

“From the start, it was easy to see how ITRP would help our people get things done more quickly,” recalls Jean-Marie Van Cutsem. “The user interface is just so thoughtfully designed. What is most helpful is how ITRP proactively makes relevant information and instructions available at the right moment for support specialists. That hasn’t just increased efficiency; it has also improved quality and consistency.”

“The time benefit from the new support system made it possible for HR to focus more on the quality and expertise of the support given to our end users and also to enhance the scope of future services the system provides,” concludes Isabelle De Becker.