iTRP

TWC

Migrates to ITRP in just 2 days.

Industry
- IT Outsourcing

Geography
- Netherlands

Challenges
- Many requests did not get logged
- Manual SLA reporting
- Change Management functionality needed

Solution
- ITRP allows quick registration of requests even when caller is not yet registered
- SLA reports are automatically generated for external customers as soon as their SLAs are registered in ITRP
- ITRP's intuitive Change Management functionality is included for all specialists

Results
- ITRP in production after 2 days of setup
- All requests are registered even when the requester was not yet registered
- All SLAs for all customers are being tracked in real time
- The first change templates for the more complex standard service requests have already been prepared
- Customers can use Self Service to submit and track their requests

"We needed a more serious ITSM solution to track our SLAs, coordinate our changes and projects, and to provide our customers with a flexible self-help environment. ITRP provides all that in a way that does not take several weeks to implement."

Twan Wouters
Owner
TWC

ICT as a Service

TWC Automatiseringsdiensten BV provides around 200 organizations in the Netherlands and abroad with subscription-based information and communication technology services. Some of its customers have selectively outsourced only a few of their ICT services to TWC, while others have entrusted the administration and support of all their systems to TWC.

History

Since 1993, TWC has been building up its service portfolio and customer base. Initially, the organization was focused on network and server administration. In 2001 it started to also provide some applications as a service. This part of TWC's business has been a strong driver of its growth ever since.

Incident & Change Management

To manage the incidents and requests of its customers, TWC had been using TOPdesk. This tool worked well for TWC, but many requests were not registered in it, leaving management with only a partial view of the activities that were performed for customers. The reason why so many requests were not registered was simply that it took too much time. TWC does not ask its customers to proactively inform them when people join or leave their organization. So before a request could be registered for someone, the service desk analyst would need to register the requester. Although this is not especially cumbersome in TOPdesk, it still consumed enough time to be an effective deterrent.

Compounding the issue was the fact that the changes and projects that TWC worked on for its customers were not registered, simply because TWC had not yet acquired the necessary licenses from TOPdesk for this. Rather than investing in the necessary licenses, TWC decided to first evaluate other options.

One of these options was ITRP. "It took less than 5 minutes to realize that the user interface of ITRP would allow us to register requests and their requesters much more quickly," recalls Marco Kleisterlee, Manager Technology at TWC. "By the time we had seen the Change and Service Level Management features and realized that this was included in the service charges, we realized that a migration to ITRP could take us to a higher maturity level more quickly and in a more cost-effective manner."

About TWC

TWC Automatiseringsdiensten BV provides traditional system administration support as well as subscription-based infrastructure and application services to businesses, primarily in the Netherlands.

TWC gives its customers the flexibility to select the services they need at the service levels that are right for them.

Founded in 1993, TWC is based in Science Park Eindhoven. For more information visit: www.twc.nl.

About ITRP Institute

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

ITRP is a premium IT service management application service. It is the only ITSM solution that tracks both end-to-end SLAs and the SLAs with external service providers.

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.

Implementation

After the initial demo a more detailed 3-hour WebEx session was organized to take an in-depth look at the features that were important to TWC. This session was facilitated by IP4Sure, the Dutch ITRP partner that was later responsible for the implementation of ITRP at TWC.

"At the end of the second session we agreed to spend half a day with TWC to set up their ITRP account," explains Joost Hazelzet, Management Consultant at IP4Sure. "This would give TWC a good idea of the effort that would be required to implement ITRP for their organization. We ended up configuring TWC's account settings, branding the account in TWC's corporate identity, registering their work schedules, holidays, sites, a few employees, a support team and an organization. We also set their email policies and ensured that the necessary email notifications were activated in the right languages. All the while the consultant explained the rationale behind the functionality that we used. It took a little more than half a day to cover all the questions, but it put TWC in a position to make an informed decision concerning their ITSM solution."

"After this half-day workshop it was obvious that ITRP would give us a more complete ITSM solution that would be easier to administer," continues Marco Kleisterlee. A second and final workshop was organized shortly after TWC formalized its decision. During this workshop TWC's service catalog was registered, as well as the service instances TWC supports, the contact details of TWC's customers and their service level agreements. Since all this information was already properly maintained – albeit in different systems – it was relatively easy to import it into ITRP. Still, it was a long day. "It was nearly 8pm when we were ready to start registering requests for our customers," says Theo Desmet, Support Desk Engineer at TWC.

Training

During the second workshop more people of the TWC organization participated. They helped provide all the data that was needed to populate their account. They also watched and saw how the data was used. During go-live, they helped their colleagues get comfortable. The online training modules were used as needed to learn about the more advanced roles.

Self Service

The Self Service portal is now available for TWC's customers. It provides a new way to submit requests and to track their progress. Eventually, TWC plans to also use Self Service to securely gather approvals from customers.

Continuing to Evolve

"ITRP has received a warm welcome from our specialists. For some reason they do not feel like they have to use it to do their administration; they seem to use it because it helps them with their work," says Twan Wouters, Owner of TWC. "It is a fundamental difference.

"Gradually, we have started to use the Change Management functionality. The ability to automatically start a workflow when a customer submits a specific type of request has really improved our efficiency. And the feature for recurring changes is helping us make sure that we do not forget to execute our maintenance tasks."