CUSTOMER SUCCESS STORY

EasyVista Solution Unifies Axia's IT Team Allowing Them to be More Consistent and Cohesive Across All New Business Units.

Axia's business is the construction, operation and deployment of broadband services through state-of-the-art fibre optic networks on a global basis. The driving force behind Axia is the fundamental belief that high-speed fibre broadband networks are essential and critical infrastructure for every modern economy. Axia has expertise engineering high performance, open access, pure fibre networks in several countries across the world and currently operates fibre networks in Alberta, Massachusetts and France. With some of the most technologically advanced and expertly engineered fibre technology on the market today, Axia relies upon EasyVista to automate and manage all of its service management roles and responsibilities.

THE CHALLENGE

With any growing business, change is inevitable and Axia performed a reorganization that resulted in three customer focused business units. This reorganization affected the IT team by dividing up and moving resources into new teams to support these customer units. This change presented a unique opportunity to reunite all of IT by strategically deploying and meshing EasyVista across the entire company. "Deploying EasyVista was a unifying function for our IT team and allowed us to be consistent and cohesive across all of the new business units. Across the board, the feeling with the HP product was that reporting was always an issue and inconsistent and not robust enough. EasyVista's reporting however worked right out-of-the-box and although reporting didn't win EasyVista our business by itself, it is definitely light years ahead of where we were with HP. It also gave us the ability to track KPIs as a team cross functionally; something we were unable to do before," said Barrow.

CHALLENGE

- Aging HP solution presented a service management opportunity and transition requiring a mobile-first solution.

- Required a cross-functional solution to support HR, CRM, financial, operational, service provisioning and deployment as well as security and all corporate applications and infrastructure.

- HP's asset management was "broken" and not effective for the IT organization.

- Re-organizational changes required a more holistic and comprehensive service management solution to better connect newly formed business units.

THE SOLUTION

Axia thoroughly audited 9 very different solutions including IBM, ServiceNow and EasyVista, all of whom made the short list. IBM was deemed too similar to HP by having too "flat" of a product offering versus EasyVista's depth and was thus eliminated. ServiceNow would require an additional headcount to perform custom Java administration so they were eliminated as well. "I'll be honest with you, the final decision between EasyVista and ServiceNow really came down to dollars, but not a straight line to the cost of the product. It was actually the total cost of ownership over the term, over the life cycle of the product. We found with EasyVista there's the ability to customize, versus configure the product and that's a better fit for a company our size that wants to remain agile. We wanted to hold to a standard and we found on the configuration side EasyVista gave us more than enough flexibility for what we could conceive and thus we eliminated having to add a Java developer to the equation. You put that cost back in and it really made a difference for us both strategically and economically," said Barrow.

BENEFITS

- Easy to use out-of-the-box day one to support entire organization.

- Automated all day-to-day customer support and lifecycle asset management through EasyVista Service Manager.

- Integrated SLA and KPI with advanced reporting and visibility into support health.

- Room to grow change management and project management efficiencies for both customers and in-house initiatives.

- Service apps can provide further automation to update tickets and add additional information for reporting.

THE RESULTS

EasyVista, with the support of FMX Solutions, deployed service management to over 200 front office users and 45 back office users. From a maturity perspective, Axia most frequently uses change management and service management along with a fair amount of event management while the problem management continues to gain more and more traction. Although project management has not been formally deployed, it, along with asset management are two management products Axia is looking forward to leveraging soon. By deploying EasyVista, Axia "took the second-guessing out of the equation because EasyVista is designed around the ITIL standard but it's also flexible to adjust to your business needs. ITIL is a framework that we all use as a common denominator at Axia and EasyVista fits that quite nicely," said Barrow.

"HP Service Desk and Service Manager had been running very long in the tooth. But because we used HP far beyond IT we had to focus very closely on how good the data was and whether it was worth the effort to migrate from configuration items and legacy information. Would that best support our business? It did not take long to realize that our business had changed significantly enough. After consulting with Gartner we evaluated nine different vendors and we chose EasyVista with support from FMX Solutions because it's the most comprehensive, easy-to-use solution for our service management needs."

Stephen Barrow
Manager of Support & Infrastructure
Axia FibreNet

Axia was very displeased with asset management from HP. "It was broken. The trick with an organization of our size is determining what is really worth tracking from a CI perspective. EasyVista's interface between our front and back office users is making a great impact and we're light-years ahead of where we were with HP. In addition, the front end is really quite simple. The status of tickets as they flow through the system and how actions get generated is more straightforward and user friendly than before. In general, the value EasyVista provides from a KPI standpoint, and being able to understand where you are in the process, is drastically improved compared to the HP system. If you are looking for something that is truly flexible and provides good total cost of ownership, I would urge any of my peers to look very closely at EasyVista. In our opinion it's not only best of breed, but they've created a great niche for themselves in the market by working out-of-the-box," said Barrow.

FMX SOLUTIONS

"I can honestly say our experience with FMX Solutions in particular was outstanding. I can't say enough good things about them. They really are a cut above in the way they deal with issues as they arise; it's quite impressive. FMX Solutions has great depth of knowledge but it's also the value they added looking at this all from a green field perspective. With all of the players involved it could have become pretty overwhelming for them working through the requirements, the planning and the design. However, their demeanor remains so calm and productive and engaging that it just felt like such a simple process. They really made it enjoyable as opposed to daunting and that's a huge value add when it comes to changing technologies," said Barrow.

WHY EASYVISTA & FMX?

- Reduction in Total Cost of Ownership (TCO) by eliminating custom development configuration cycles.

- Best mix of features, scalability, configuration and price after completing extensive multivendor search including IBM and ServiceNow.

- Only solution available that was easy to use and easy to deliver to enterprise mobile users.

- Enterprise-grade solution that is extensible, agile, automated and ITIL-compliant.

- Ease of use for change management, service management, problem management, event management, release management and asset management.

- No product customization required from end user perspective.

- Ease of administration eliminated the need for on-site Java developer; a prerequisite for ServiceNow.

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200 enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education,technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists, and traded as ALEZV:EN.

Learn more at www.easyvista.com