



CUSTOMER SUCCESS STORY

Centralizing IT Worldwide

Domtar was founded in 1848 and has grown from a widely diversified organization to an industry leader focused on paper manufacturing. The 1990s and the early 2000s were years of significant expansion, including the acquisition of Ris Paper Company Inc. and Georgia Pacific paper mills.

Throughout the expansions of the 90s and into the new century, Domtar's focus on sustainability grew along with its geographic footprint. By April 2002, Domtar became the first North American paper company to achieve Forest Stewardship Council™ (FSC®) certification. Domtar also began to pursue the ISO 14001 certification of its forest management practices and of its pulp and paper mill operations. Domtar was determined to be a sustainability leader in its industry.

In March of 2007, Domtar combined its operations with the fine paper business of Weyerhaeuser to create Domtar Corporation, a U.S. domiciled company valued at more than \$6 billion. Under the ticker symbol "UFS", Domtar trades on the Toronto and New York stock exchanges.

This historic transaction has transformed Domtar into the largest integrated manufacturer and marketer of uncoated free sheet paper in North America, and the second largest in the world. Domtar is also one of North America's largest manufacturers of paper grade pulp. It has reached the top rung in its industry.

BENEFITS

Domtar is beginning to experience the effects of IT Consumerization within their organization. The demand for access to all services, anytime and from anywhere is a new challenge for them.

"This is where EasyVista helps us. We can allow access to the solution from anywhere on any device. Make a request from home or on the plane. The service catalog is key. We can tailor the user experience to our customer's need. They are no longer stuck with a fixed list. Personalization is much easier. We can replicate the Amazon or Dell experience. Something the user is familiar with."

THE CHALLENGE

With over 250 IT employees and 9,000 employees spread across North America and full responsibility for IT Service Management and Asset Management processes, Domtar's IT department had a huge service delivery challenge. Domtar's IT department delivers a wide-range of IT services at Domtar and the organization's sister segments – Attends and Ariva.

Domtar was in need of a web-based solution to centrally control and manage IT requests. In addition, the solution needed to natively support ITIL workflow processes, support multiple languages, offer the flexible choice of SaaS or on-premise deployment and offer easy configuration without coding.

"It was clear that we needed to replace our existing solution with something more manageable and modern. We are working in a very agile technology environment and the limitations and expensive customizations of our old solution negatively affected our productivity," said Benoit Tessier, Domtar's IT Service Management Leader.

THE SOLUTION

Domtar evaluated 600 criteria during the solution selection process. They began with eleven solutions and narrowed it down until they selected EasyVista. "At the end of the day, Domtar really liked the people at EasyVista. For us, creating a relationship and feeling close to the vendor was really important. We did not want to feel like just another fish in the pond. EasyVista not only met all of our needs, they were also genuine," said Tessier. EasyVista provided Domtar with a 100% web-based, ITIL-ready solution to deliver quality services across their diverse organization. The simple installation and ability to configure without code made getting started easy. The Domtar team is taking a phased deployment approach. They began with Service Operation and Service Transition processes including, Incident Management, Problem Management, CMDB, Asset Management and Change Management. This approach allows the large organization to become familiar with the new solution and support for process automation.

KEY FEATURES

- Incident Management
- Problem Management
- Service Catalog
- CMDB
- Asset Management
- Change Management
- Mobility
- Knowledge Management
- Interoperability
- Asset Discovery
- Automated Business Rules
- Software Asset Management
- 100% Web Compliant

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