



# CUSTOMER SUCCESS STORY

## Arkema Manages Quality of IT Services Worldwide with EasyVista

*Arkema improves the visibility of its IT assets and implements the management of its Service Desk throughout three continents – Europe, North America, and Asia. As the world’s leading chemicals company, Arkema has a presence in more than 40 countries with 15,200 employees and sales totaling to 5.7 billion euros. With its 6 research centers in France, the United States, and Japan, and internationally recognized brands, Arkema holds a leading position in its main markets.*

### THE NEED

As part of its mission, and to optimize the quality of its services, their department of information systems and telecommunications (DISIT) set up a Service Desk responsible for providing assistance to users worldwide (qualification of Requests, processing or assignment to relevant DISIT teams, followed by changes in requests). In addition, they set up other services such as:

- Monitoring and maintenance (preventive and corrective) of infrastructures (servers, network, workstations) and enterprise applications (availability, functionality, data exchange, batch processing)
- Incident management (resolution of technical and functional incidents, communication to user relays)
- Identification and implementation of corrective actions to reduce the number of incidents

### PROJECT HIGHLIGHTS

**Industry:** Chemicals

**The Need:** Improve the reliability of Arkema’s global IT infrastructure and capitalize on the best practices of the teams within the company’s different geographic continents

**Metrics:**

- Service Desk: 10,000 workstations per 10,000 users
- CMDB: More than 1,200 servers on 100 different sites

**EasyVista Solution:**

- EV Service Manager
  - ITSM Platform
  - Self-Service
  - Asset Management
  - CMDB

## THE CHOICE

With user support in Europe, North America, and Asia, Arkema wanted to better manage its global IT assets. At the time, some areas were not utilizing the same tools, while others had no tool at all to better support their users. Because of this, Arkema decided to renew and unify its ITSM tools and processes.

## THE SOLUTION

Arkema had three objectives for choosing an ITSM vendor:

- To have a solution that will help capitalize the experience of Europe, North America, and Asia by deploying the processes defined by each continent and streamlining reporting
- To choose an integrated solution that is easy to administer, with a single database, and is easily accessible anywhere in the world from the web
- To adopt a market standard, supporting ITIL processes, to benefit from the innovations from a recognized leader in ITSM

Implementation of EasyVista was managed by each geographical area. The implementation of EasyVista had four objectives: incident management, change management and CMDB, and request management.

The project management team consisted of 10 part-time staff: 6 for the European cluster and 2 for the North American and Asian clusters. This diversity made it possible to preserve the unity of the project while adapting the implementation to the needs and the capacities of each of the continents.

During implementation, a training course was developed by the European team that was pushed out to North America and Asia. Several hundred support representatives were trained to provide support for its users. In addition, the implementation of EasyVista included a self-service portal for end users, allowing 10,000 users of the Arkema Group to follow their incidents through EasyVista's self-service, allowing them to eventually record their requests and incidents in this portal.

The CMDB, coupled with change management, made it possible to make IT service delivery more reliable and in line with service level commitments. The ultimate objective of the implementation was to allow impact studies to improve the definition of services rendered. For the CMDB to be an effective model for the representation of

## BENEFITS

- Improved the management of IT services to make them more reliable
- Continuously assisted all users in compliance with commitments and SLAs, whatever their geographical location and support team
- Capitalized on the knowledge of the teams of Europe, North America, and Asia of Arkema, authorizing international benchmarks of services rendered, such as a better definition of the catalog of incidents from the experience of each continent

***“The implementation of EasyVista enabled us to deepen the visibility of our fleet and our IT relationships in order to improve its reliability, in line with our service commitments.”***

**Nadine Roy**

Head of the Service Management team for Europe ARKEMA

relationships, this implies a permanent updating of its content. This is a virtuous cycle – the more precise the definition of the model, the more effective the impact studies will be, thus motivating the teams to improve visibility consistently. Moreover, better control of the changes makes it possible to have more reliable infrastructures. This is why it is important to link the implementation of the CMDB with the implementation of change management.

## Service Manager

EV Service Manager dramatically simplifies IT operations management by freeing your teams from the complexity of integration and process design. EV Service Manager is a complete solution that offers both a structuring model, integration APIs, and a graphical parameterization without a line of code or scripts.

## 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.

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