



CUSTOMER SUCCESS STORY

FMX Helps More Than 75 North American Companies Reach the Next Level of Service Management with EasyVista

FMX Solutions is working hard to usher leading North America companies into the mobile service management era. For seven years, the IT consulting firm has deployed the EasyVista service management solution for more than 75 companies, including Baptist Health, Covenant Health, Creighton University, Domtar, Loto Quebec, Washington Department of Corrections and Yellow Pages—Canada. FMX’s relationship with EasyVista has proven to be increasingly successful as market needs evolve and companies expect more from service management in terms of mobility, ease of deployment and management, and user experience.

FMX works with enterprises across the spectrum of service management requirements—everything from needs analysis, prototyping and pilots to systems implementation and ongoing technical support. For the past four years straight, FMX has experienced 30% annual growth across its EasyVista engagements. This growth has come from helping clients replace legacy service desk solutions from the likes of BMC and CA Technologies as well as competitive wins against companies like Service-Now.

GROWING INTEREST IN EASE OF DEPLOYMENT AND MANAGEMENT

Having led so many service management deployments across different industries and company sizes, FMX has a unique perspective on today’s requirements. FMX president Xavier Bougot sees a clear evolution in what companies have come to expect. “More and more, companies require ITSM software that is easy to deploy, easy to maintain and highly adaptive to their unique business processes,” Bougot says. “They know this translates to lower deployment costs and lower maintenance fees over time.”

“Service Apps demonstrates an appreciation for the way people expect to interact with technology today. Where ever they are, users can quickly get their service needs met and get back to their busy day.”

Xavier Bougot
President, FMX

Bougot says EasyVista's Service Apps technology—an intuitive interface for building service applications without a line of code—is key to delivering on customers' need for rapid, low-cost service creation and delivery. "With Service Apps, applications are easy to set up, easy to use and easy to change," he explains. "When we demo Service Apps for clients, we build basic application functionality in 15 minutes. That really gets their attention."

SURGE IN DEMAND FOR MOBILITY

FMX sees a strong increase in demand for EasyVista's Service App technology—a simple way for end users to resolve problems and request service via any device. "Service Apps demonstrates an appreciation for the way people expect to interact with technology today," Bougot explains. "Where ever they are, users quickly get their service needs met and get back to their busy day."

One of the leading healthcare providers in the US was one of the first FMX clients to embrace Service Apps two years ago. With Service Apps, the healthcare leader was able to quadruple its service intakes while only requiring one additional resource. More recently, FMX has been working with Creighton University to implement a self-service portal for 8,000+ students, faculty and staff who depend on different devices throughout their day. FMX also assisted a global sports entertainment company in deploying Service Apps so the company could deliver a modern service experience comparable to what its employees were accustomed to in their lives outside of work.

Other long-standing FMX clients are just beginning to move toward Service Apps. FMX helped one of North America's largest commercial real estate advisors centralize all of its service and support on EasyVista, and now the company is exploring Service Apps as a potential next step in increasing employee adoption. FMX also worked with global engineering firm Cardno to increase service ticket efficiency by 25-30%, and the two are exploring how Service Apps will enable Cardno's IT team to extend beyond support tickets to include all aspects of services for employees, contractors and vendors in the field. Lastly, FMX assisted a global news media outlet in consolidating 16 service desk solutions into one EasyVista deployment that decreased its monthly support tickets by roughly 30%, and now FMX is working with the company to see how Service Apps will improve the end user experience.

WHAT SETS EASYVISTA APART?

The FMX team believes EasyVista's approach to ITSM is unrivaled in the

RESULTS

- Enabled leading healthcare provider to quadruple service intakes with Service Apps with only one additional resource
- Enabled Creighton University to roll out a self-service portal to 8,000+ students, faculty and staff
- Assisted a global sports entertainment company in deploying Service Apps to an employee base that expects a modern support experience
- Helped Cardno increase service ticket efficiency by 25-30%
- Assisted a global news media outlet in consolidating 16 service desk solutions into one, decreasing support tickets by 30%
- Deployed EasyVista for more than 75 companies
- Realized 30% annual growth across EasyVista engagements for the past four consecutive years

industry. Bougot says EasyVista understood early on that mobile service not only produces greater user adoption, but also expands the perception of IT beyond tech support to a high value service provider that contributes to a better overall work experience.

Jack Reeder, a senior consultant with FMX and a former Service Desk Express-certified professional services expert, agrees. “Today’s progressive companies aren’t talking about logging tickets,” he says. “They’re focusing on more advanced concepts like how to push a broader array of services, how to get ahead of issues before they ever come to the service desk and how to create an elegant, purposeful user experience.”

EASYVISTA AS A PARTNER

Bougot attributes FMX’s long-term success with EasyVista to the software provider’s strong service management platform. “I ask our consultants all the time if they see anything EasyVista can’t do. The answer comes back ‘no’ again and again,” he says. Bougot is also impressed by the product team’s long tenure together. “Unlike most software companies, EasyVista’s engineers and developers have been together for many years—some for over a decade. That collective history is invaluable to product continuity and to gaining a clear understanding of why decisions were made,” he explains.

Going forward, FMX expects its relationship with EasyVista to expand as the service management market broadens to encompass services for field technicians, student services, clinical engineers, facilities managers and other tailored use cases. “We’re very happy we decided to focus our energy on EasyVista seven years ago,” says Bougot. “It was a risk at the time because EasyVista was just entering the North American market. But we gambled on them and it paid off.”

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.

“Today’s progressive companies aren’t talking about logging tickets. They’re focusing on more advanced concepts like how to push a broader array of services, how to get ahead of issues before they ever come to the service desk and how to create an elegant, purposeful user experience.”

Jack Reeder
Senior Consultant, FMX

[Learn more at www.easyvista.com](http://www.easyvista.com)