



Geography
Belgium

Industry
Public Interest Agency

Focus
ITIL Compliance, Customer Satisfaction

Axios **assyst**® Case study

The BRIC service desk achieves ITIL compliance and increases customer satisfaction for more than 30,000 users with *assyst*

To develop an ICT strategy for the Brussels-Capital Region, the Brussels Regional Informatics Centre (BRIC) has a dedicated team (IRISteam), a group of more than 280 highly qualified ICT staff, tasked with providing support to its members.

The BRIC is also a founder member and shareholder of IRISnet, whose mission is to manage and develop the Brussels-Capital Region's broadband telecommunication network infrastructure. IRISnet is one of the pillars of ICT development in Brussels, covering the entire region with a network of more than 300 km of fiber optic cables.

With its ICT services, the BRIC supports more than 84 customers and ultimately more than 30,000 end users. The organization's two service desks have first-tier operators who receive incidents by mail or phone. The incidents come in through so-called "key users", who are mostly ICT staff on the client-side, passing on incidents on behalf of their organization.

The Brussels Regional Informatics Centre (BRIC) is a development and modernization agency whose remit is to organize, promote and spread the use of information and communication technologies (ICT) among Brussels public entities such as regional and local authorities, schools, universities and hospitals.

Challenge

- Alignment with ITIL processes for a professional approach to IT Service Management
- Multilingual solution

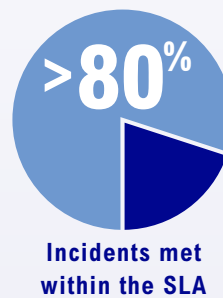
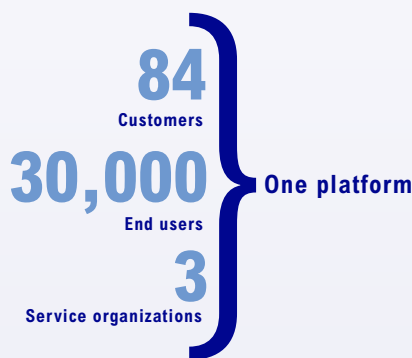
Solution

- *assyst* for incident, problem and change management, as well as SLA management
- Service Catalog for ordering both hardware and software

Benefits

- Professional, ITIL compliant service desk easily deals with 3 distinct Customer Service Groups
- Comprehensive business intelligence reports
- Increased customer satisfaction

ITIL compliance & Increased Customer Satisfaction



The Challenge

The BRIC has been using the *assyst* IT Service Management (ITSM) software from Axios Systems since 2005. One of the main reasons for choosing *assyst* was the fact that the tool is closely aligned with the ITIL processes, allowing the BRIC to be more professional in its approach to IT Service Management. The multilingualism of the tool is also very important for the organization as it is compelled to offer both French and Dutch as language choices to its end users.

“ assyst allows us to deliver service management based on ITIL processes within our organization. The software is ideally suited to support our rapidly growing organization. ”

Pascal Labye
Head of Service Support & Monitoring Services

The Solution

The BRIC has a personalized setup of *assyst*. A single platform is set up to support three completely independent organizations (known as Customer Service Groups) within its own environment. These are:

- The BRIC
- The Brussels Regional Public Service and other Brussels-Capital Region public bodies
- IRISnet

The system was initially launched for incident and change management. Since 2013, the organization has also been using *assyst* for problem management, meaning all core ITIL processes are now undertaken within one system.

SLA management plays a very important role in resolving incidents in order to ensure quality when providing this service to more than 84 customers. The monthly reports provide customers with quantitative information on how they are performing in line with SLAs, and the BRIC now solves 80% of the incidents within the deadlines set by these SLAs.

In addition, the BRIC's customers can use the *assyst* Service Catalog, branded internally as e-Catalogue. This is particularly useful in allowing them to order software and hardware (PCs, printers etc.).

More and more (semi-) government organizations are joining the BRIC to professionalize their service desk. Self-service will become increasingly important to support this continued growth in customers and services in the future.

By providing a web-accessible self-service portal, users can log and track their own incidents, find the information they need and search a knowledge base for a resolution, without putting strain on the service desk. For this reason the BRIC will roll out the *assyst*NET self-service portal in the future, which will allow it to achieve significant time savings, particularly when more customers come on board.

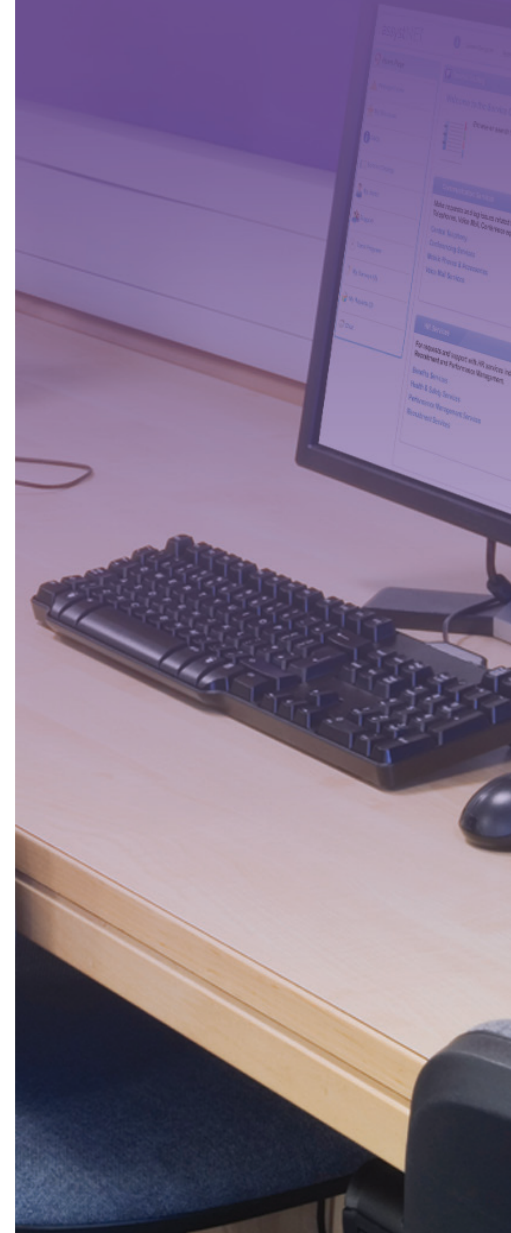
Results

assyst has provided a number of advantages to the BRIC:

- **Professional service desk:** The BRIC can offer its customers a professional, ITIL compliant service desk. The *assyst* software can easily deal with the three different Customer Service Groups and the incident templates contain all the information the service desk operators need to respond to both first and second line incidents. An effective and quick solution.
- **Complete understanding:** Comprehensive business intelligence reports in *assyst* provide insight, helping to lift service analysis to a higher level. In particular, the SLA reports help employees and management to keep a keen eye on providing quality services to their customers.
- **Increased customer satisfaction:** Transparency and a complete understanding of the services provided ultimately lead to greater end-user satisfaction. The reporting ensures that SLAs are respected and incidents get the appropriate priority.
- **User friendly and intuitive solution:** *assyst* V10 is very user friendly and intuitive. The employees of the BRIC required no training to use the software.
- **Facilitate growth:** The BRIC is a fast growing organization and *assyst* effortlessly supports the growing volume of customers and services.

“assyst helps us forge closer ties within the organization. The software not only makes the communication with our customers better, but also strengthens the relationship between service desk staff and management.”

Prosper Bara Ngirimana
Service Desk Employee






Axios Systems plc

For over 25 years, Axios Systems has been committed to delivering innovative IT Service Management (ITSM) solutions that help customers improve not only their infrastructure operations but also to enhance service delivery across business functions including HR, Facilities Management and Finance. Axios is recognized as a world leader by leading analysts and their global client base, with a 100% focus on service management technologies.

Axios's enterprise ITSM software, *assyst*, is purpose-built to transform IT departments into profitable business-focused customer service teams. *assyst* adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges across the organization. In 2014, *assyst* was accredited for all fifteen PinkVERIFY™ ITIL® processes, and was the first technology vendor to do so within a single solution.

For more information, please visit our website at www.axiossystems.com



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