



Migrating from HP to assyst by Axios Systems

Axios Systems gives Leaf a Safe Passage to ITIL

Leaf has enjoyed sweet success in the sugar confectionary industry for more than 100 years. An international and independent supplier of sweets based in the Netherlands with a \$1.2Bn turnover, it exports to more than 50 countries around the world and is a key player in the market. Leaf has 14 factories, 12 offices and a total production of 185,000 tons, which equates to around 55.5 billion sweets a year. The company is also part of CVC Capital Partners and Nordic Investments. As a leading player in a very competitive market, Leaf strives to deliver the fastest time to market of new product introductions, whilst also ensuring production costs and prices are kept low.

www.leaf.eu

Industry Sector:
Food & Drink

Benefits

- Seamless migration from HP tool to working solution
- Improved support and licence terms to replace the original HP Service Desk software licences
- Enhanced knowledge base and ability to use the same ITIL out-of-the-box solution across all countries
- Reduction of IT costs through better IT management and consolidation of IT resources
- Easier customization and upgrade of systems

6 8 CSS Leaf US v1.0

The Challenge

Leaf needed to consolidate six individual data centers. To help manage its IT in a more efficient manner, it wanted a solution that would help adhere to ITIL Best Practice guidelines. Leaf needed to roll out the new IT infrastructure on a global level, increasing communication and the ability to operate between countries, whilst also keeping costs to a minimum. Consequently, Leaf wanted a safe passage to ITIL.

The company felt that its existing solution, HP Service Desk, did not meet this challenge, so planned to replace this as easily and cost-effectively as possible.

Business Value

Leaf decided that its existing HP system was not best matched to moving the business forward. In addition, Leaf also wanted to adopt ITIL and Best Practices globally and needed a quick, yet safe passage, to this strategic goal.

As a forward-thinking organization, Leaf recognized the need to adopt an ITIL-based system that could be rolled out across other countries, with minimum delays and complications.



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IT Manager

It was essential to ensure the technology chosen could match the company’s commitment to improving the service it delivered to customers. In addition, it recognized that through appropriate controls, management and processes, major cost reductions could be generated from using a first-class ITSM solution.

Leaf now needed a partner who could provide a clear vision, strategy and product roadmap.

Much like the proverbial child in a sweet shop however, Leaf was faced with a number of products to choose from and carefully evaluate before making its selection. In line with ITIL recommendations, the Technology Team considered the processes required before choosing the deployment tool. A period of six months was invested to define the Incident, Change and Asset Management processes, matching ITIL with the company structure. Once this was completed, a requirements package was made for a service management tool selection. Leaf concluded that **assyst** by Axios Systems was the best fit for the business.

The clear alignment of Axios’ solution to Leaf’s business needs was recognized by senior management as a key way to enhance service management.

Axios Systems has invested nearly 2 decades of consistent product development into what is the only ITSM solution on the market that has been designed from inception around ITIL.

Jannis Vergotis, IT Manager at Leaf, said: “With six separate Help Desks it was becoming increasingly difficult to manage our IT infrastructure. We wanted one system to effectively rule them all. By looking for an out-of-the-box solution that adhered to ITIL Best Practices we recognized we could easily move from our current HP system to Axios’ **assyst** solution and achieve our goal quickly.”

A safe passage to ITIL

Axios Systems replaced HP Service Desk and provided Leaf with a clear road map to supporting **assyst** – the only pre-integrated, out-of-the box and ITIL-based solution available on the market. Leaf now has a solution that follows the ITIL guidelines intuitively, allowing the company to easily move forward in adopting Best Practice ITSM, such as the ISO/IEC 20000 standards.

Since undergoing this major consolidation and IT transformation project, Leaf has a much more thorough understanding of its IT infrastructure, allowing more efficient management of IT resources. This has significantly reduced costs in IT because the team has a knowledge of the resources, cost and approval process through the use of **assyst**.

Introducing ITIL has improved Leaf's management processes by putting things "on the spot". If hardware or software faults occur, the IT team can quickly and clearly identify the causes and resolve the issue. **assyst** also enables the team to identify where to make investments in the infrastructure and to support its decisions with clear management reports generated with the help of the single underlying **assyst** Configuration Management Database (CMDB).

Jannis Vergotis said: "We have been most impressed with **assyst's** extensive Asset Management functionality and easy-to-use, intuitive interface. There are many examples of how **assyst** has improved our service and helped us to work more efficiently. For example, password problems are the cause of around half our complaints and by monitoring this we can put a case forward for single-sign on. Also, if one of the team is unavailable, the previous day's cases are not forgotten, but flagged up to other team members to deal with."

Assisting the migration

assyst enables greater effectiveness of the Leaf Service Desks and better management of calls, resulting in reduced costs for the company and allowing them to allocate budget into further developments.

Essentially, this consistent approach to ITIL has meant that the same set of standards can be applied throughout the company, ensuring it operates more efficiently as one international organization, rather than several disparate operations.

Within Leaf Holland, 650 configurations are currently being supported by only two people; a considerable achievement. The same efficiency is planned to be introduced internationally. Another key benefit of **assyst** is that Leaf only uses one database and the web interface, which saves on the cost of maintenance for a large number of licences. The ability to use a mixed model of dedicated and concurrent licences also benefits the company.



*"The **assyst** solution has acted as the key enabler for sustained annual six figure financial savings by the ability to track assets, their specification and suitability for re-use."*



"What really clinched the business for Axios was the professionalism of its consultants."



"The key in selecting Axios was their in-depth knowledge of ITIL in conjunction with their award-winning toolset."

assyst clearly offers improved Asset Management and Change Management functionality. Many organizations use systems that struggle to provide a complete, central view of all their assets whether IT or non-IT. In contrast, **assyst** enables Leaf to manage all its assets and therefore to understand how any asset or configuration changes impact the wider IT environment.

Moving forward, Leaf intends to maximize the potential of **assyst**'s knowledge base and self-help functionality. The company also plans to introduce automatic discovery and registration of software and hardware. Leaf aims to improve on the software distribution mechanism by simplifying the build-up of the software packages to be distributed.

The future of ITSM at Leaf

With **assyst**, the Technology Team in Holland has succeeded in presenting a strong case for Best Practice ITSM to board level. The rich functionality of **assyst** means the team can upgrade the systems more easily and deploy the same solution in other markets.

Leaf is an excellent example of an organization which realized the fact that both people and processes are key to rolling out an enterprise solution. The processes need to be defined so they can match the business needs closely. The time invested to examine processes first, and tools second, has meant Leaf is reaping the benefits of having a streamlined, Best Practice Service Desk that can cope with its growing and changing requirements. Working with a partner who offers stability and longevity for this crucial business application means that the team can now focus on driving forward the success of the organization.

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