

 PS'SOFT  
SERVICE DESK:  
AN OPEN  
AND FLEXIBLE  
SOLUTION THAT IS  
EASY TO DEPLOY 

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CRÉDIT FONCIER

> How to improve the  
productivity of IT Services  
Staff ?

> How to improve Incident and  
Problem Management?



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# CRÉDIT FONCIER STREAMLINES IT INCIDENT AND PROBLEM MANAGEMENT WITH THE PS'SOFT SERVICE DESK SOLUTION

To improve productivity in its IT Services Department (ITSD), Crédit Foncier carefully reviewed the service needs of each of its departments and produced a detailed specification. The openness and flexibility of the PS'Soft Service Desk solution allowed Crédit Foncier to roll out a streamlined incident and problem management system in just one month.

## ITIL® PROCESS COMPLIANCE

Since 2000, the Operations Department within the ITSD had been managing its infrastructure, asset inventory and acquisitions with PS'Soft Asset Management. The solution allowed them to detail all of their IT assets in a single database that is updated each time new equipment is purchased. However, incidents and requests were still recorded using six different tools (only two delivered tickets), processed by seven call centers and closed by nine entities that each used their own knowledge bases and means of communication.

The existing tools did not communicate with each other, and a single incident could be recorded several times. So in 2006, the Crédit Foncier ITSD launched an initiative to standardize its incident and problem management processes across a number of divisions (Security, Project Management, and Service Center).

The Operations Division therefore decided to pave the way for consistency of its IT services with ITIL® best practices (ITIL: IT Infrastructure Library: a comprehensive and consistent set of IT service management best practices). The objective was to provide a standard incident management process to improve responsiveness, as well as a problem management process to improve quality, ultimately reducing the number of incidents and their resolution times.

## AN OPEN, CONFIGURABLE SOLUTION

To drive the project, the Operations Department drafted a detailed specification that accurately described the exact needs of each division in terms of incident and problem management. In three months, the specification was ready, covering the needs of Crédit Foncier and its

### CRÉDIT FONCIER SUMMARY

- Founded in 1952
- Leading player in real estate financing
- Subsidiary of Caisse d'Épargne Group and Nexity
- Number 1 among specialized French Institutions
- 3600 employees
- 1.2 million private customers and 20,000 corporate customers

### CRÉDIT FONCIER'S IT DEPARTMENT

- 500 employees
- 6000 IT assets
- 500 servers

### THE SOLUTION

Crédit Foncier chose PS'Soft solutions to improve incident and problem management. PS'Soft Service Desk perfectly fit the specification of Credit Foncier and was easy to deploy.

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subsidiaries. A Service Desk solution was then chosen based on two criteria: how well it fit their specification, and its ease of deployment.

The Operations Department studied the various solutions on the market as well as the tools it used internally. It finally chose PS'Soft for its openness.

The PS'Soft Service Desk deployment was completed in just one month, partly due to the accurate specification, which closely guided the installation. The implementation of PS'Soft Service Desk reduced the number of required service centers and enabled assignment of a ticket to every incident, improved communication on incidents between groups, and provided a complete history of all incidents. Beyond incident management, the solution also made it possible to distinguish between incidents and problems and identify and treat major incidents.

**INCREASED ITSD PRODUCTIVITY AND LOWER COSTS**

By the end of November 2006, the PS'Soft Service Desk had enabled end-to-end management of IT services. The single solution contained all incidents, problems and machine alerts. Users could track the status of each incident with the ticket system. The Service Desk implementation also facilitated role-based assignment and made it possible to assign managers to major incidents and problems. The roles and procedures in case of system problems are clearly defined, allowing ITSD to be more responsive in critical situations.

Solution deployment allowed ITSD to improve its service level, better define the roles of each person involved in the service chain, and control costs.

With the powerful reporting and business intelligence capabilities in the PS'Soft Service Desk, ITSD now has powerful resources to monitor its IT assets and the information to make management decisions. Users benefit from a more efficient service and a better level of information.

In the next phase of the project, the Operations Department plans to open its streamlined, internal procedures to outside entities to give functional departments access to preconfigured service requests. This phase will be based on the PS'Soft Request Management service catalog and its powerful Business Process Manager for modeling all of the processes for managing equipment and related services.



*We wanted to stick to the specs as closely as possible, but not be limited by the product's capabilities. The PS'Soft solution was very open, and really in keeping with what we were looking for: to configure a solution in order to adapt it to our precise needs, and not the other way around.*



DAVID LE BROCH,  
MANAGER OF THE WORKSTATION  
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AT CRÉDIT FONCIER

**THE SOLUTION**

- PS'Soft Asset Management
- PS'Soft Financial Asset Management
- PS'Soft Service Desk

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