

“ PS'SOFT ASSET
MANAGEMENT SUITE,
AN INTEGRATED
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AND TO USE.



CHRISTOPHER LARRAZ, ORGANIZATION & QUALITY COORDINATOR
INFORMATION TECHNOLOGY CENTER
STATE OF GENEVA

> How to implement centralized
management of IT infrastructure
and services?

> How to improve service to users?



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STATE OF GENEVA PARTNERS WITH PS'SOFT TO INTEGRATE IT ASSET, SERVICE DESK AND CHANGE MANAGEMENT

Created in 1998, the Information Technology Center (CTI) at the State of Geneva brings together all the IT teams that provide services to the 18,000 employees of the administration at the State of Geneva.

SHARING RESOURCES TO OPTIMIZE THE STATE OF GENEVA'S IT INFRASTRUCTURE

One of the main objectives of the CTI was to share and optimize IT resources, particularly to create a unique call center within the "Call Center and Management" division. Another mission for the CTI was to be responsible for the financial and administrative management of the inventory at the State of Geneva. Researching a tool able to manage all IT assets at the State of Geneva was one of the first tasks accomplished by the CTI in 1998. The objectives of this project were to:

- provide a precise and unique inventory of assets
- supply information and reporting to enable the CTI to make well-informed IT decisions
- implement technical, logistical and financial management of IT assets

"We selected PS'Soft Asset Management Suite because it was an integrated solution that was very intuitive and

quite easy to implement and use. Thanks to PS'Soft Asset Management Suite, we now have good knowledge of our IT infrastructure. We can deliver inventory reports and evaluate the impact of a technology change, and its financial consequences. With this solution, we improved the management of our IT infrastructure" explains Christopher Larraz, Organization & Quality Coordinator at CTI.

The CTI today manages 18,000 workstations throughout 300 locations as well as management of licenses, software products, in-house applications, printers, servers and furniture. Assets are now integrated to the PS'Soft repository upon delivery through a bar-code system. Each asset has a unique ID number. Helpdesk operators are also responsible for managing and updating the repository. Lastly, users with a specific profile ("super users") can also update the database using privileged web access.

EXECUTIVE SUMMARY

With 20,000 users and more than 37,000 pieces of IT equipment scattered among 300 locations, including: 18,000 workstations, 700 servers, 1,150 contracts, 1,000 software applications. The implementation of centralized IT infrastructure management and services at the State of Geneva was an economic requirement. Choosing high performance, innovative and fully integrated tools, allows the CTI State of Geneva to optimize its IT infrastructure and improve everyday services supplied to users.

THE CHALLENGE

The CTI was responsible for the creation of a centralized IT organization and for choosing the tools that would make its operation efficient. This included centralized management of their IT assets that would supply technical, financial and logistics information necessary to make proper decisions. It also included a call center efficient in call handling and problem solving. As a second step, the CTI wanted to improve its organization through advanced integration of different IT tools and through the automation and improvement of processes.

THE SOLUTION

The CTI chose and implemented PS'Soft Asset Management Suite, PS'Soft Service Desk and PS'Soft Change Management. Fully integrated and easy to implement and use, these solutions perfectly matched the performance and functionality criteria required by the CTI State of Geneva.

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INCREASED BENEFITS AS A RESULT OF INTEGRATED MANAGEMENT OF SERVICE DESK AND IT ASSETS

CTI replaced the Remedy ARS tool in 2003 with PS’Soft Service Desk. *“We were using an old client/server version of ARS and the cost to upgrade and implement to a newer version were too high. PS’Soft Service Desk is a turnkey solution, which related perfectly to our needs as we defined them”* explains Alain Afsary. The integration between service desk and IT asset management within the PS’Soft solution allows joint management of several systems such as locations, responsibility centers, users, product catalogs and hardware inventory. This centralized management system allows CTI to track problems by type of equipment. Such information is useful for future purchases. Implementing PS’Soft Service Desk was also a good opportunity to improve the communication between the call center and the users. Thanks to a dynamic communication policy created by the CTI to centralize all assistance and support requests to the Call Center, the number of calls recorded by the call center has increased steadily over the last few years. In 2006, the 8 first level operators recorded 28,700 calls. On average, 200 calls are recorded by day. Today more than 80% of the calls are handled remotely. The remaining 20% are handled directly by the 90 field operators.

IMPROVING MANAGEMENT OF SUPPORT REQUESTS BY IMPLEMENTING BUSINESS PROCESSES

The CTI wanted to improve the management of support requests which are requests that concern new hardware and software or service. To accomplish this, the CTI chose the PS’Soft Change Management solution: *“it is an integrated workflow tool, which structures the organization. The solution that we have set up internally in order to meet the needs of the State of Geneva is very structured and guarantee a good communication between the requestors and the persons involved. Before, everybody could submit a request. Request management was unstructured and mostly manual; it implied numerous emails, which made tracking difficult. Now, certified requestors will be identified; they will collect the requests and submit them through on-line request forms. A validation process will then be activated leading to the rejection or approval of the request. If the request is approved, tasks will be planned and task forms will be issued. All along, the process is documented and information can be sent to the requestor. When the process is completed, a final document is sent to the requestor to validate the work completed”* explains Alain Afsary. PS’Soft Change Management was also interfaced with the CTI Intranet. Users who already were able to track their assistance calls will now be able to track their support requests as well.



The integration of Service Desk with IT Asset Management is beneficial for two reasons: it makes the job of helpdesk operators easier and allows purchasing policies to be implemented and optimized thanks to the tracking of past incidents.”



ALAIN AFSARY,
SERVICE DESK MANAGER
INFORMATION TECHNOLOGY CENTER
STATE OF GENEVA

BENEFITS

- Centralized management of data repositories
- Centralized purchase policy allows aggressive negotiations with suppliers
- Significant reduction in the TCO of IT assets
- Historical tracking of breakdowns and problems for each type of equipment
- Improved efficiency of technical teams when recording identifying or solving problems
- Automated management of support requests

FUTURE

After its initial success with asset management, call center and request management, the CTI State of Geneva is planning to improve its asset and services management by integrating PS’Soft with other IT applications. This includes ZENworks, their discovery and remote control tool from Novell as well as an LDAP interface between the PS’Soft repository and the meta-directory of the State of Geneva. Feasibility studies are in progress to implement this in mid-2008.

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