FUJITSU

Case Study
Caltex

»We're getting it onto our mobile devices, automating software deployment and pushing all the functionality that we can. We consider ourselves to be early adopters of Fujitsu Service Connect and we're proud to be at the forefront of this revolution in service provision«

Mark Baulman, IT Service Delivery Manager, Caltex

The customer

Country: Australia	
Industry: Fuel Supply/Retail	CALTEX
Founded: 1900	
Employees: 3,500	
Website: www.caltex.com.au	

The challenge

Caltex's in-house service request system and the traditional channels with the Fujitsu Service Desk were inefficient and unable to adequately cope with the thousands of service requests and incidents it received every month. IT wanted to find a more effective way to handle these demands.

The solution

As a long-term Fujitsu customer, Caltex turned to Fujitsu Service Connect, which gives users the ability to manage IT solutions, incident resolution and overall IT service through a reliable, central portal.

The customer

Caltex is Australia's leading transport fuel supplier and convenience retailer as well as the only integrated oil refining and marketing company listed on the Australian Securities Exchange. It strives to incorporate operational excellence throughout its supply, refining, logistics and marketing while maintaining clean, safe and reliable operations that benefit employees, contractors, franchisees, resellers and stakeholders alike. With roots stretching back to 1900 and over 3,000 users across Australia, it is the largest refiner-marketer in the country.

The challenge

As a nationwide company with locations spanning Australia, ensuring the smooth and consistent operation of its IT infrastructure for all stakeholders is a critical priority. A centralised service desk to handle incidents, upgrades and service requests is a key part of that objective. The "One Process" web solution it had developed was not meeting the requirements of the company. Additionally phone and email interfaces to the Fujitsu operated service desk were not delivering the best experience for users.

"We created a portal, called One Process, for end-users to request and log tickets with IT. But the end result was clunky and we also had to worry about integrating effectively with our back-end systems," explains Mark Baulman, IT Service Delivery Manager, Caltex. "Furthermore, the web-based interface was difficult to navigate and looked unprofessional. That created frustration in users and an aversion to use the service."

Users lacked a clear list of catalogue items, didn't know the capabilities of the IT team and had no simple mechanism to retrieve information. There was no consistency in the approach and no way to show impacted services. With 2,500 incidents and 3,000 service requests per month, Caltex couldn't afford its users to resort to workarounds due to the poor performance of the various solutions at the time. It needed a more effective method to address the support of its infrastructure.

"Users couldn't find what they were looking for and so tended to skip the service desk entirely. That had a knock-on effect on the reputation of the IT team across the board," adds Baulman. "As a long term partner of Fujitsu, we asked them for advice on how to provide a more efficient and effective service desk."

The benefit

- Automated software deployment takes hours rather than days, boosting user productivity and reducing the burden on IT staff
- Richer information allows for smarter decision-making, bringing down the number of incidents from 2,500 to 1,600 per month
- The company has a better view and approval upfront of costs associated with IT services, enabling them to make better decisions in controlling their costs

Products and services

Fujitsu Service Connect

The solution

Fujitsu recommended Service Connect (FSC), which empowers end-users with independence and the ability to manage their own experience of IT solutions, incident resolution and overall IT service. It provides a reliable, central portal through which all requests and incidents can be managed and which adheres to ITIL standards.

FSC offers an alternative to calling or emailing the Service Desk by delivering end-user self-service and process automation capabilities, all within a single web portal. By providing rapid online access for procurement of IT services and automating high volume requests such as password resets or creating new email accounts, FSC assists Caltex in achieving process efficiencies, reducing operational overheads, and providing effective IT self-service.

"When logging issues on the phone it's difficult to capture all the information but FSC's online catalogue ensures we can gather as much detail as possible," says Baulman. "It prompts users consistently every time so incidents get categorised more effectively and resolved more quickly."

FSC now handles the majority of IT requests and incidents, the most common of which are new user registration, access requests and application deployment. Users who want a new piece of software, for example, simply browse the application catalogue, select and install. An automated workflow removes the need for service desk intervention and the task is complete in a matter of hours rather than days.

The benefit

FSC is delivering multiple benefits to Caltex. User productivity has increased due to the automated processes while the burden on Baulman's team has been lightened, enabling them to focus on more strategic objectives rather than firefighting. And, the richer information allows for smarter decision-making, which, in turn, has helped reduce the number of incidents from 2,500 to 1,600 per month.

"We have more accurate classification so we can deal with trends more effectively. We also have better cost transparency and have been able to lower the overall cost," continues Baulman. "We can monitor software use and remove unnecessary applications which reduces bloat and licence fees. That makes a huge difference to us and our users."

Caltex also enjoys the convenience of having one supplier handle every aspect of infrastructure and operations, from network to desktop. The proactive nature of the service also helps identify potential issues before they become a problem.

"Previously, we had a utility view that was reactive which meant we were always playing catch up. Now we're ahead of the curve and can neutralise threats before they manifest," comments Baulman. "It becomes a virtuous circle whereby the improved efficiency feeds into making the process even leaner."

Conclusion

Caltex is delighted with FSC and the way in which it has streamlined its service capability while lowering costs and boosting productivity. It is looking forward to fully exploiting all the features that FSC has to offer.

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Mark Baulman, IT Service Delivery Manager, Caltex