isabel
beyond banking

"ServiceNow was promising to improve IT Service Management processes and potentially service levels. Fujitsu was appointed as the preferred implementation partner because it is the EMEA expert for ServiceNow projects."

**Roel Liers
Senior IT Operations Manager
Isabel**

When the support for Isabel's existing ITSM platform ended, the company turned to ServiceNow as a superior upgrade, selecting Fujitsu as its integration partner.

At a glance
Country: Belgium
Sector: Financial Services
Founded: 1995
Website: isabel.eu

The challenge
Isabel's IT Service Management solution, which it used to follow up on incidents, was reaching end-of-life. The company decided to replace it with ServiceNow, however, it needed the right technology partner to ensure the project was a success.

The solution
Fujitsu rebuilt the existing Incident, Problem and Change Management processes within ServiceNow, bringing processes that were previously executed with two separate tools together. It also introduced a Service Catalog with Request Management processes.

Benefits
■ Changes to the asset database and IT requests are delivered in a more controlled and structured way

■ Implementation no longer depends on local infrastructure, assuring seamless operation

■ Excellent project management ensured all actions were delivered as expected

■ ServiceNow introduces Service Level Management to follow up the quality of service and increase user satisfaction

shaping tomorrow with you

FUJITSU

The customer

Isabel Group is a Belgian company, founded in 1995, at the initiative of the major banks, the present shareholders, and has since become the leading provider of multi-bank internet services for professional users. With more than 250 experts, Isabel Group ensures 75,000 users and 30,000 customers, including major companies, SMEs, schools, the self-employed, and government agencies are able to choose the best products and services offered by over 25 banks.

Products and Services

■ FUJITSU Professional Services

The challenge

Isabel's IT Service Management (ITSM) solution had been in place for a considerable amount of time and was no longer supported by the vendor. It needed to find a viable alternative to ensure the fast resolution of incidents and improve the end-user experience.

"We used this product to follow up on calls and IT incidents from our external customers," explains Roel Liers, Senior IT Operations Manager at Isabel. "Because the support of the old solution was stopped, we had to look for an alternative."

Isabel asked several banks for advice and best practices and found out that the best product for its requirements was ServiceNow.

"ServiceNow was promising to be an enabler to improve IT Service Management processes and potentially service levels," adds Liers. "Fujitsu was appointed as the preferred implementation partner because it is the EMEA expert for ServiceNow projects."

The solution

Fujitsu rebuilt the existing Incident, Problem and Change Management processes in ServiceNow. In doing so, it brought processes that were previously executed with two separate tools together into one. It also introduced a new offering: a Service Catalog with Request Management processes. This allows users to request changes to the asset database and help IT to fulfill those requests in a more controlled and structured way.

During the project, several sources of configuration information were reconciled into the ServiceNow CMDB so that it can be easily used to improve incident and problem resolution as well as reduce the risk associated with changes.

Furthermore, ServiceNow also introduces Service Level Management to follow up the quality of service and increase user satisfaction. During the implementation it turned out that a combination of traditional waterfall and agile SCRUM management was necessary. Most waterfall projects show the same phases: initialization, requirements analysis and design, build and test, deploy, and early life support. During the 'build and test' phase the team worked in SCRUM, with eight sprints, most of the time around one specific process.

"Working with this combination of project management principals was a very good choice. During waterfall phases all actions were delivered as expected," remarks Pieter Groen, Project Manager, Fujitsu. "During the build and test phase, the SCRUM part of this project, we stayed on top of the requests, requirements, issues or defects, 'works as designed' questions and never-ending demos. This lead to the desired focus on the scope for the first release."

The result

"As with most ServiceNow implementations, the implementation no longer depends on local infrastructure assuring a seamless GoLive operation, meaning we don't have to come back the next weekend to do it all over again," Groen says.

"The GoLive went very smoothly. The team didn't encounter any showstoppers or even medium issues that required an urgent fix," concludes Liers. "Nevertheless, to guarantee a perfect experience for the end-user, Fujitsu engineers were present during the first days of GoLive. As 'planned', they were bored by the absence of issues. The after-care period now being passed we can say that the team did a very good job in implementing the product."