

“The project timescale was significantly reduced, and Fujitsu was capable of understanding the requirements and ensuring efficient, rapid and successful implementation within a complex context.”

Fulvio Colnaghi
Vice President of Information Technology
Rhiag



Rhiag selects Fujitsu to implement a management portal for internal services support, thereby saving resources and increasing responsiveness and agility.

At a glance

Country: Italy
Industry: Wholesale
Founded: 1962
Website: rhiag.com

Challenge

As part of a process of major change and digital transformation, Rhiag took the decision to update its IT Service Management in 2016, with the aim of ensuring more efficient management and enhanced security.

Solution

Together with Fujitsu, Rhiag implemented a ServiceNow-based solution that allows the customer to independently manage ticketing issues linked to any business process, not only IT, and establish a top-level service desk provided directly by Fujitsu.

Benefit

- Drastic reduction in telephone calls to the service desk
- Visibility and control over all help desk processes
- Management of authorization workflows and business processes

Customer

Established in 1962, Rhiag is a leading group in the spare parts B2B sales and distribution sector for cars, commercial and industrial vehicles, and motorcycles. In 2016, the group joined LKQ Corporation, the global leader in aftermarket distribution, listed on NASDAQ. The group operates via several companies in Italy, including ERA, Motorparts and Rhiag, managing over 300,000 product codes.

Products and Services

- ServiceNow IT Service Management
- ServiceNow IT Business Management
- Fujitsu Service Desk

Co-creation and transformation via the service desk

After joining the multinational corporation LKQ, Rhiag embarked upon a strategic growth and internationalization project in which flexibility, responsiveness and agility are the three fundamental principles of business success.

"It was a very important moment for us," recalls Fulvio Colnaghi, Rhiag's Vice President of Information Technology, "as we were involved on several fronts with the aim of redesigning the technological infrastructure and applications to allow the company to respond flexibly to the significant changes taking place, while facilitating greater integration with colleagues, customers and suppliers."

The immediate focus was placed on several issues linked to IT compliance, security and management. The partners were identified as ServiceNow, with an innovative cloud-based platform for the supply of service activities and automation of business processes, and Fujitsu, one of the few parties capable of implementing a complete solution of this kind at an international level.

"Implementing ServiceNow involved redesigning our way of working," explains Colnaghi.

"Fujitsu immediately appeared to be the partner that was most attentive to our requirements for efficiency and short time frames," explains Colnaghi, "and the ServiceNow technology proved the most innovative, flexible and best equipped to manage business processes and workflows."

Fujitsu and ServiceNow began work in January 2017, after two months of preparation during which the Service Management processes underwent an initial review. The launch of ServiceNow was preceded by an internal communication campaign and training for users.

IT leads the way with other processes close behind

With a view to retaining IT management within the company and outsourcing service activities, Rhiag entrusted Fujitsu with the implementation of the ServiceNow solution, used in self-service mode, and the establishment of a Service Desk solution that would allow all users to interact with the IT department quickly and easily.



"The Service Desk is now the first point of access for all users who, for whatever reason, are unable to use the ServiceNow platform," explains Colnaghi. "This covers a wide variety of cases: users who cannot access a computer or subsidiaries that have to act rapidly to resolve operational issues, such as freezing in order maintain the level of service."

"ServiceNow is not just an advanced IT ticketing system," adds Barbara Ghezzi, IT Compliance Manager, "but an important tool for the coordination and automation of other business processes and a source of essential support for the GDPR and SOX. The fact that it is cloud-based further convinced us of the value of the ServiceNow solution implemented by Fujitsu."

"Thanks to the Service Desk managed by Fujitsu and ServiceNow, managed in self-service mode," explains Colnaghi, "we have streamlined and structured a Service Management process that enables standardization of behavior and requirements by helping users reflect on the requirements themselves and open structured and accurate reports."

Future plans: HR, Finance and extension to other business areas

"As far as we are concerned," adds Ghezzi, "we are looking into the partial automation of business processes such as the authorization workflow for opening a new supplier and the Help Desk Support provided directly to our customers. After managing the GDPR we are well aware that Fujitsu is capable of supporting us with these new developments, which makes us particularly confident about extending the user experience to other processes."

This successful project is testament to the strong partnership between ServiceNow and Fujitsu, and demonstrates the ability of the ServiceNow platform to guide the company through the digital transformation process. Thanks to ServiceNow, the customer is able to offer users cost-effective services with improved management and greater visibility.

FUJITSU

Tel: +39-02-265932.1

IN COLLABORATION WITH **servicenow**