International Engineering Company Raises Service Management to New Levels with ITSM Solution

RENOLD

Profile:

A worldwide manufacturer of quality, high-precision and power-transmission engineering solutions for industry and commerce that lift, move, rotate, or convey materials and people.

Location

Headquarters in Manchester, UK

Industry

Manufacturing

Website

http://www.renold.com/

Partner Website

https://www.ctms-itsm.com/

Solution

Ivanti® Service Manager, powered by Heat

Key Benefits to Renold

- Global support platform for all service management processes, providing asset management for multiple teams in multiple local time zones and across business departments
- Better IT processes linking incident and problem management
- Effective Service Requests for onboarding and exiting employees, including access to enterprise systems like SAP
- Improved reporting with far greater information that will shortly culminate in SLA implementation
- Single management platform for IT discovery and asset management, incidents, problems, and change

Overview

Headquartered in Manchester, UK, Renold has more than 2,100 employees operating across 25 countries. In April 2017, Renold's Group Head of IT, Dave Moore, sought to implement a full and future-proofed Service Management platform that could extend digital process improvements to any device, at any time, and across all areas of the business. Moore reflects:

"We seized the opportunity to integrate departments and geographies, positively enforcing digital change through the provision of a structured, ITIL-based, best practice infrastructure that would lead to better service management and problem resolution. We sought a platform that would span and scale while at the same time, expand central control and visibility on all our assets."

The Need for a Firm ITSM Foundation

Renold already had a basic service management solution across local offices, but global adoption levels varied. User requests would route to eight service responder teams across the globe, defaulting back to the Global IT Team in the UK when incidents remained open. The solution offered users entry into little more than a help desk portal that lacked multi-touch communications, incident management, and request management. Frequently, tickets remained unanswered until the UK IT team came online—although the volume of outstanding tickets was difficult to ascertain accurately as the system lacked any reporting.

What was missing, Moore quickly identified, was an encompassing strategy for IT service management to enable Renold to manage current IT processes well and enable future advances. This would take the form of implementing a truly global support desk that scaled to usage by multiple teams across varying time zones and linked automatically to the company's asset management solution for easy auditing and usage tracking.

The Solution: Ivanti Service Manager, powered by Heat

Renold's Group IT initiated the search by referencing Gartner's Magic Quadrant to identify leaders in the ITSM field, further consulting CTMS, Renold's specialist asset and service management partner of many years, to create a blueprint proposal to meet requirements. CTMS delivered the final blueprint after detailed consultations with Renold analysts, on-site design workshops, and technical webinars that provided needed functionality and process workflows. Next came matching and evaluating shortlisted vendors to requirements.

Already using and impressed with Ivanti's IT Asset Management tool, Renold wanted to expand its asset management functionality for full-lifecycle monitoring while addressing global support issues. The analysis led to the choice of Ivanti with deployment of the full suite of Ivanti's IT Service Manager, powered by Heat.

Through the detailed planning phase, implementation was relatively straightforward in 17 days, going live in the UK first, and then European sites and to the rest of the world, with Problem and Incident Management, Configuration Management, Service Request, and Self Service modules already deployed, and Change Management in the next phase.

Better, More Efficient IT Support

The first noticeable effect was the opening of multi-channel communications for Incidents. Previously users had felt restrained by detailing issues through a portal only, without allowing phone, email, or face-to-face interactions when needed.

Moore notes, "Depending on the severity of the issue, when things go wrong, many of our users prefer to communicate directly rather than just through a portal that lacks immediate re-assurance without indicating likely cause or effect. Ivanti Service Manager opens comms options, while still allowing self-service, building internal perceptions of increased service levels."

The management of Service Requests under the new platform now helps new Renold employees on-board effectively and productively from Day 1. Likewise, leavers are managed far more effectively. Requests for new (or removal of) accounts, software apps, and hardware options are entered as Service Requests and approvals automated across the business. Once authorization is issued, integration with Ivanti's Asset Management provides accurate discovery. This is especially important for auditing usage of Renold's ERP systems, where permission access requests are logged and traceable through the Service Request module.

This holistic visibility on consumption of critical apps assists Renold for asset tracking and reporting of software upgrades, and identifies upcoming hardware EOL. Moore identifies integrated usage and traceability as key for future Renold savings through optimization of multi-vendor licensing and consumption models.

The Path Forward

Nine months after deployment, Renold reflects on its maturing IT estate. Today, instead of dealing with isolated issues, re-occurring problems are spotted and flagged up front as potential incidents, allowing Renold to take preventative measures before they occur.

Through the platform, intelligent reporting is now available. Although final SLA accountability is some way off, Group IT can now accurately compare volumes, priorities, and types of tickets. Being in a heavily regulated and audited industry, vast time and productivity savings are gained at auditing times when the tight integration between Ivanti's Asset Management solution and ITSM solution really delivers. Moore summarizes:

"We consider that we are relatively early into our journey with the platform. So far, Ivanti's ITSM has allowed Renold to positively evolve IT and take control of our processes and global estate. It's also delivered productivity gains, unified our infrastructure, and acted as a catalyst for empowering process-driven change across all departments."

"Our supporting partner, CTMS, quickly established themselves as true system management enablers throughout the process. They are experienced, systematic, and focused in service management provision. When we required bespoke support to meet our exacting requirements, CTMS delivered each time within budget and deadline."

Dave Moore, *Group Head of IT, Renold plc.*

Note: Renold results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.

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