

Copernico Enhances Service Delivery with the Dynamic Workflow of Ivanti Service Manager



Profile:

Copernico is a network of workplaces, flexible offices, and services dedicated to smart working. It represents an interconnected ecosystem able to accelerate business development and the growth of freelancers, professionals, start-ups, and companies thanks to the sharing of resources and knowledge and to the proliferation of ideas and networking. <http://www.coperni.co>

Locations:

14 locations in Italy and abroad

Website:

www.coperni.co

Solutions:

- Ivanti® Service Manager

Benefits to Copernico:

- Optimization and automation of service management and operational workloads
- Automation of day-to-day workflows for client-services fulfillment
- Monitoring of client progress and satisfaction

To develop and further improve interactions with customers, service management and provisioning, and department activities: this is why Copernico chose Ivanti® Service Manager—the solution enabling dynamic, flexible, and customizable workflows.

Looking for a Streamlined Solution

Copernico was seeking an IT service management (ITSM) solution capable of meeting all its service management requirements, including ticketing and automated client-request fulfillment. Copernico wanted a solution that would provide an easy way to develop new workflows, service offerings and to meet future client needs.

To support ticket management, Copernico wanted to find a more functional solution than the one used previously, which was an open source software program that didn't allow the company to integrate third-party systems such as its customer relationship management (CRM) platform.

“What we needed,” says Simone Materazzi, Copernico CTO, “was a single, integrated management and delivery platform to help us be better organized in meeting customer requirements. We also wanted to more easily provision and automate specific operations.” These tasks included managing interdepartmental interactions, alerts and general communication with colleagues in other offices.

Choosing Ivanti Service Manager

Meeting the needs of customers is essential for a company like Copernico, a network of workplaces, flexible offices and services dedicated to smart working, with 14 buildings in Italy and Bruxelles. Copernico offers services to over 800 companies and a community of over 6,000 users who use Copernico's workspaces every day as a place of work and a preferred venue for meetings and events.

In looking at ways to improve service delivery for Copernico's diverse members and clients, Materazzi says, “We felt the need to automate our organization's processes through a comprehensive system that would also work with systems we already use. A wide range of enabling functions was already available in Ivanti Service Manager for HR, legal teams, and IT, for example. These functions, along with Ivanti's demonstrated desire to cultivate a strong business relationship, both as a client and a partner, inspired us to choose Ivanti Service Manager.”

With Ivanti Service Manager in place, Copernico can better track processes and optimize workflows and interactions between departments. The solution also enables more efficient communication between IT and Copernico clients and providers.

The Ivanti solution was installed within Copernico's private cloud, developed on the most advanced virtualization technologies, which also includes workload offboarding to various public clouds. Ivanti Service Manager is accessed and operated mainly via web interfaces on any device, such as desktops and mobiles.

Improving Service Delivery

With assistance from systems integrator Timeware, the initial deployment and personalization phase lasted eight months, and focused on IT and legal functions. Copernico plans to expand deployment to other departments to automate more processes and expand service-delivery capabilities.

Materazzi comments: "For a service-oriented company such as Copernico, the ability to adopt a tool of this kind is fundamental. We are entrusting the task of managing our entire workflow of day-to-day operations with our clients to Ivanti Service Manager."

Copernico is already seeing a notable improvement in tracking information. "In this new era in which data controls everything, this implementation makes us better

equipped to approach strategic analysis," says Materazzi. "My initial impression is that, as a result of Ivanti software, we are already able to gather information more efficiently." The company also noted a high degree of support from Timeware, which helped set up the platform and adapt it to Copernico's operations, as well as guiding the company on best use of the software.

What makes Copernico's innovative "smart working" system even more desirable is the fact that, from a technology perspective, Ivanti Service Manager enables the company to be self-sufficient in developing new services. Materazzi remarks: "This was one of the reasons why we decided to partner with Ivanti when we realized we needed to really improve our services' efficiency through a multi-level approach and the automation of our processes.

Learn More



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