# Creditsafe transforms its IT operations with IFS assyst

**Fast growing credit information provider strengthens ITSM and ITOM capabilities to better support employees worldwide**

## Overview

As the fastest growing company in the credit information sector, Creditsafe has 16 offices across 12 countries, including the UK, Germany, France, the Netherlands, and the USA. Founded in Norway in 1997, the company is now headquartered in Dublin, Ireland. Creditsafe enables its 100,000 customers to make smart, data-driven business decisions by providing them with insight into every public and private sector organization. Today, ten Creditsafe reports are downloaded every second - demonstrating the huge appetite for its services.

When its previous service management solution became outdated, Creditsafe sought out a new toolset. This had to help the IT team achieve its long-term strategic goals by increasing IT maturity and transforming operations to meet the demands of its rapidly expanding workforce. As part of this, it was important that the solution reduced complexity, improved productivity, and enhanced job satisfaction for its 1,200 + employees globally. A scalable SaaS solution with strong ITOM functionalities, as well as reporting and automation capabilities, was required.

That's why Creditsafe chose to implement IFS assyst. Within weeks, the new ITSM solution helped boost the capabilities of its IT department, allowing it to provide flexible, user-friendly services to the wider organization.

## The Challenge

Creditsafe's ITSM solution, provided by BMC Remedy, was approaching its end of life. This meant that everyday operations had become unnecessarily complex and lethargic. The interface was lacking in basic functionality, such as guidance on event logging and identification of updates for tickets. Processes had slowed down considerably, and often reporting had to be undertaken manually.

The company used Snow Licence Manager for ITOM, but it needed a more cost-effective tool and one that could be seamlessly integrated into its assystCMDB. What's more, the new solution had to provide more coverage for its different devices and operating systems.

After reviewing its current processes, Creditsafe's IT team based its strategy on two key ITSM principles: ITIL® best practice and PinkVERIFY™ 16 Processes. These provide a framework for delivering IT services and a standard assessment for tools on the market respectively.

## About Creditsafe

Privately owned, Creditsafe was launched in Norway in 1997 and is today the fastest-growing company in the credit information sector. It has 16 offices across 12 countries including the UK, Germany, France, Sweden, Ireland, Italy, Belgium, the Netherlands and the USA.

Creditsafe now has 90,000 customers across the world with 10 Creditsafe reports downloaded every second. Creditsafe is passionate about enabling businesses of all sizes to use business data both in the UK and worldwide in order to make smarter business decisions.

The team quickly became aware that its existing solution lacked basic ITIL functionality and, due to its end-of-life status, had no future roadmap.

All these factors led Creditsafe to look for a scalable SaaS solution which not only reduced admin work, but also aligned with its ambitious future AI and ITOM objectives.

## The Benefits

Needing a new solution urgently, Creditsafe shortlisted IFS assyst, alongside three other ITSM products from Cherwell, Ivanti, and ServiceNow. IFS assyst was chosen based on the superior capabilities of the platform compared to its competitors, such as the speed and quality of the responses to requests for information.

The fact that IFS was already a trusted supplier further cemented the decision. Ultimately, the team needed something that they knew was quick to install, set-up, and easy to run. Following a successful ITOM proof of concept, Creditsafe expanded its use of IFS assyst.

Closely collaborating with IFS consultants, the solution was adopted and rolled out in just 30 days. To ensure a smooth implementation, a combination of on-site scoping, configuration, and remote administration was carried out. IFS and Creditsafe then worked together to make sure data integration was conducted as quickly as possible, while maintaining its accuracy.

As part of the roll out, Creditsafe added CMDB and Asset Discovery. The aim was to improve Asset Management capabilities, Problem Management, relating incidents to assets, and end-user device deployment.

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**What made the implementation process so seamless was the level of communication from the consultants. There was a strong understanding between both parties about the stages involved and what we wanted from our vision.**

Mark Hall
Head of Service Management at Creditsafe

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## The Future

In line with its agile operating model and automation ambitions, Creditsafe is planning to deploy a fully populated chatbot with live chat features in the future. Tying into its goal to completely remove email as a support channel, this will encourage users to make use of self-service functionalities, creating a knowledge base for end-users to improve problem resolution. Further AI projects are also in the pipeline, starting with natural language integration.

Working together with IFS assyst, Creditsafe has successfully transformed its IT operations. It is now well equipped to meet its future goals and, crucially, continue to provide streamlined user experiences to its workforce.

### Challenge

With its previous solution reaching end of life, Creditsafe needed to implement new capabilities which met the strategic goals of its IT team. A scalable SaaS solution which provided strong ITOM functionalities, as well as encouraging increased reporting and automation, was required.

### Solution

IFS assyst was adopted and rolled out in just 30 days. Fully populated CMDB and Asset Discovery capabilities were added to help with incident, problem, and change management.

### Results

Greater process efficiencies and more productive staff members has led to a more mature IT department. 30% of first-line tickets were automated, freeing two employees at any given time from routine, repetitive work. Increased automation and Slack integration have enhanced communication and reduced time-to-resolve.

### Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com