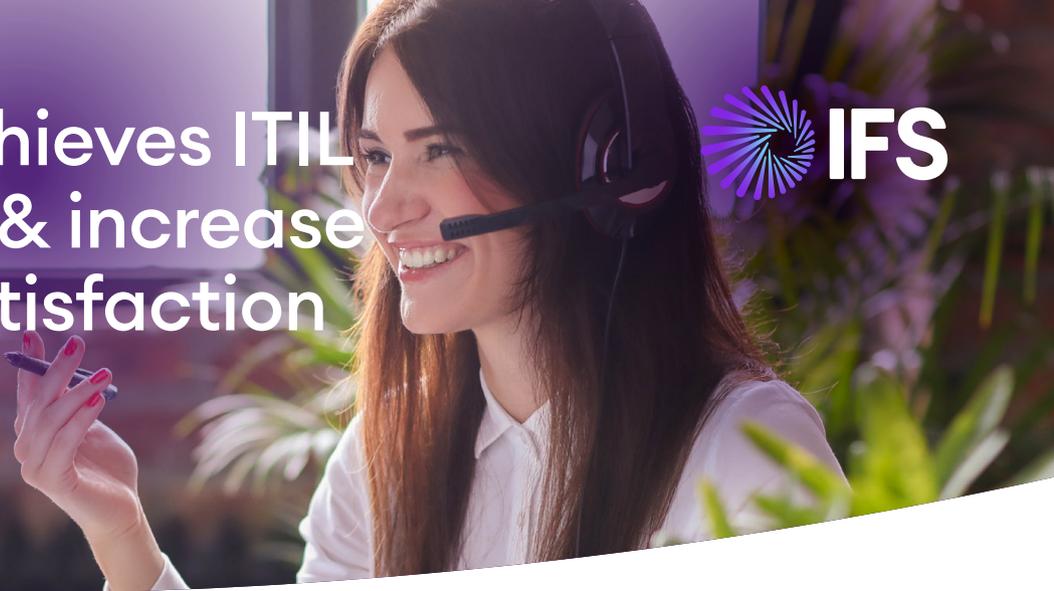


The BRIC achieves ITIL compliance & increase customer satisfaction with assyst



The Challenge

The BRIC has been using the assyst IT Service Management (ITSM) software since 2005. One of the main reasons for choosing assyst was the fact that the tool is closely aligned with the ITIL processes, allowing the BRIC to be more professional in its approach to IT Service Management.

The multilingualism of the tool is also very important for the organization as it is compelled to offer both French and Dutch as language choices to its end users.

The Solution

The BRIC has a personalized setup of assyst. A single platform is set up to support three completely independent organizations (known as Customer Service Groups) within its own environment. These are:

- The BRIC
- The Brussels Regional Public Service and other Brussels-Capital Region public bodies
- IRISnet

The system was initially launched for incident and change management. Since 2013, the organization has also been using assyst for problem management, meaning all core ITIL processes are now undertaken within one system.

SLA management plays a very important role in resolving incidents in order to ensure quality when providing this service to more than 84 customers. The monthly reports provide customers with quantitative information on how they are performing in line with SLAs, and the BRIC now solves 80% of the incidents within the deadlines set by these SLAs.

In addition, the BRIC's customers can use the assyst Service Catalog, branded internally as e-Catalogue. This is particularly useful in allowing them to order software and hardware (PCs, printers etc.).

About BRIC

The Brussels Regional Informatics Centre (BRIC) is a development and modernization agency whose remit is to organize, promote and spread the use of information and communication technologies (ICT) among Brussels public entities such as regional and local authorities, schools, universities and hospitals.

The BRIC is also a founder member and shareholder of IRISnet, whose mission is to manage and develop the Brussels-Capital Region's broadband telecommunication network infrastructure. IRISnet is one of the pillars of ICT development in Brussels, covering the entire region with a network of more than 300 km of fiber optic cables.



More and more (semi-) government organizations are joining the BRIC to professionalize their service desk. Self-service will become increasingly important to support this continued growth in customers and services in the future.

By providing a web-accessible self-service portal, users can log and track their own incidents, find the information they need and search a knowledge base for a resolution, without putting strain on the service desk. For this reason the BRIC will roll out the assystNET self-service portal in the future, which will allow it to achieve significant time savings, particularly when more customers come on board.

assyst helps us forge closer ties within the organization. The software not only makes the communication with our customers better, but also strengthens the relationship between service desk staff and management.

Prosper Bara Ngirimana
Service Desk Employee

The Results

The BRIC has a personalized setup of assyst. A single platform is set up to support three completely independent organizations (known as Customer Service Groups) within its own environment. These are:

- Professional service desk: The BRIC can offer its customers a professional, ITIL compliant service desk. The assyst software can easily deal with the three different Customer Service Groups and the incident templates contain all the information the service desk operators need to respond to both first and second line incidents. An effective and quick solution.
- Complete understanding: Comprehensive business intelligence reports in assyst provide insight, helping to lift service analysis to a higher level. In particular, the SLA reports help employees and management to keep a keen eye on providing quality services to their customers.
- Increased customer satisfaction: Transparency and a complete understanding of the services provided ultimately lead to greater end-user satisfaction. The reporting ensures that SLAs are respected and incidents get the appropriate priority.
- User friendly and intuitive solution: assyst V10 is very user friendly and intuitive. The employees of the BRIC required no training to use the software.
- Facilitate growth: The BRIC is a fast growing organization and assyst effortlessly supports the growing volume of customers and services.

Summary

- Alignment with ITIL processes for a professional approach to IT Service Management.
- Multilingual solution.
- assyst for incident, problem and change management, as well as SLA management.
- Service Catalog for ordering both hardware and software.
- Professional, ITIL compliant service desk easily deals with 3 distinct Customer Service Groups.
- Comprehensive business intelligence reports.
- Increased customer satisfaction.

Find out more

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

