

i-Net Solutions

i-Net provides its customers with customized solutions that are cost-effective and that allow them to concentrate on their core.

Overview

i-Net is a leading IT service provider with headquarters in Singapore and branch offices in Malaysia, Indonesia, Thailand and China. Since 2003, i-Net has been providing a comprehensive suite of enterprise IT solutions for systems integration, IT outsourcing, maintenance and managed services to Asia's public and private companies. From programs that help businesses handle their IT infrastructure functions such as the helpdesk, on-site technical support, servers and network administration to those that help with IT infrastructure monitoring and management.

Challenge

As an IT service provider with a rapidly growing list of customers, i-Net had begun to realize

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GARY LIM

i-Net Solutions

that their existing ticketing system was not equipped to handle the subtle differences between each customer's service delivery processes. Making changes to the processes around incident management and request fulfillment called for extensive scripting and coding and this resulted in a system that was unwieldy and extremely difficult to maintain.

i-Net specializes in remotely monitoring critical infrastructure such as a client's network, security devices, servers, applications and services around-the-clock. They needed a solution that would help them proactively identify problems that could disrupt the availability of their clients' infrastructure. The support team found that they were struggling to keep track of incidents and service requests that came in through the call center, via email and other channels. They couldn't route requests to the right IT engineers, consultants and specialists fast enough to meet the Service Level Agreements (SLAs) that they had in place with their customers. The team decided that it was time to look for a solution that integrated request, incident, problem, change, configuration and knowledge management and migrate off of their existing ticketing system.

Solution

i-Net began their search for an ITIL-based service desk solution that could be easily



At a Glance

■ Industry

Software & Technology

■ Location

Singapore

■ Challenge

The organization needed a solution that integrated request, incident, problem, change, configuration, and knowledge management and to migrate off of their existing ticketing system.

■ Solution

Use Service Request Center in combination with Service Support Manager to provide a single portal for discovering and requesting IT services, submitting incidents, and checking the status of tickets, and reviewing knowledge base articles.

■ Results

- + Provided a cost-efficient customizable solution
- + Easily integrated with existing call center technologies
- + Provided a common reporting platform

“We compared ITSM solutions from ServiceNow, BMC, and ManageEngine with Serena Service Manager (now Micro Focus Service Support Manager). Serena won hands-down. We found it to be a complete ITIL-based ITSM system that was highly configurable and cost-effective and it helps us significantly reduce our time-to-market with tailored service delivery processes for our customers.”

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configured to match their clients' processes. Micro Focus® Service Support Manager was amongst the four ITSM solutions that they short-listed.

Micro Focus Service Support Manager is a revolutionary new process-based ITSM solution that reduces the cost of IT service delivery by letting customers start with ITIL v3-verified, packaged ITSM applications that can then be easily configured to match the way an IT organization actually delivers services. What's more, the solution improves resolution times by delivering complete visibility across integrated ITSM processes—from request management through incident, problem, change and configuration management, with connectivity to release management. By leveraging Micro Focus Service Request Center in combination with Micro Focus Service Support Manager, customers gain a single portal for discovering and requesting IT services, submitting incidents and checking the status of tickets, and reviewing knowledge base articles.

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system that was highly configurable and cost-effective and it helps us significantly reduce our time-to-market with tailored service delivery processes for our customers,” said Mr. Gary Lim, Business Manager for IT Services at i-Net. “Having deployed BMC previously, we found the ease with which we could design workflows and user interfaces with Serena Service Manager (now Micro Focus Service Support Manager) refreshing. It also easily integrates with our monitoring systems,” he added.

Results

The solution can easily integrate with i-Net's existing call center technologies and monitoring systems. It provides i-Net's customers with a common reporting platform. Initially i-Net's own support team will submit requests and tickets on behalf of their clients through Service Request Center but the goal is to have client's with contracts with i-Net submit all their requests directly through Service Request Center. The team at i-Net is currently exploring the configuration management capabilities within Service Support Manager. In keeping with the principles outlined in ITIL v3, i-Net stays committed to continuously looking for opportunities to improve their processes around request, incident, and problem and change management.



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