Delivering efficiency and safisfaction improvements to the EAIG

The Selection of assyst

EAIG were previously using an IT Service Management solution which was no longer fit for purpose. Management were unable to evaluate team performance and the IT team was not able to generate valuable business reports. In addition, EAIG was aiming to achieve ISO 20000 certification and the system in place would not allow them to do this. The group also had a number of other areas it wanted to improve, including user satisfaction, alignment with new business needs whilst reducing costs, and an increased level of maturity.

In 2011, the EAIG team went out to market and evaluated a number of different solutions, deciding to move forward with assyst. assyst was chosen both due to the capabilities of the solution and because of reviews from Gartner and existing customers.

The group have since rolled out assyst for Incident Management, Problem Management, Change Management and CMDB.

A Shared Services Model

ITQAN run an IT Shared Service Center, providing support to all the companies within the EAI Group. This model delivers efficiency and value, significantly reducing the IT operational cost for each company of the group, and contributing to the enhanced productivity of the business as a whole.

ITQAN effectively acts as a service provider, with SLAs and cost centers set up for all the individual companies within in the group. The ITQAN service desk acts as a single point of contact for logging tickets, and 1st level support is provided by ITQAN Service Desk team which includes remote support. Any tickets not resolved by 1st level are escalated to level 2 support teams.

About Emirates Advanced Investment Group (EAIG)

Emirates Advanced Investments Group (EAIG) is a business development and investment company based in Abu Dhabi. Its strategy is to explore, create and realize new investment initiatives in both local and international markets. EAIG has a diverse portfolio with investments in Agriculture, Trading, Healthcare, Security and Aviation. Highlights include:

- One of the fastest growing UAE businesses

- Has established over 20 successful companies in the UAE since 2006

- 6 major international joint ventures

- EAIG Group workforce of > 5,000 of which over 25% are Emirati

The Benefits

By using assyst, EAIG have reported the following benefits:

- 60% improvement in SLA's - Now: < 1 day, was 5-7 days

- 85% Customer satisfaction in 2016

- Enhanced reporting: The ability to generate management reports allows trend analysis and identifies opportunities for process improvements.

- Use of dashboards: The team can quickly and easily see IT performance in real time.

- Optimum allocation of resources: Ability to evaluate both workloads and team performance ensures resources are allocated appropriately.

- Achievement of ISO 20000: This certification demonstrates accomplishment of internationally recognised best practice standards for IT Service Management.

The ITQAN team are also now able to quickly and easily track response and resolution time for each of the EAIG companies and use their SLA maintenance schedule to enhance their service charges and SLAs for each company within the group.

assyst is an end-to-end IT Service Management tool which has allowed us to manage our IT services effectively and professionally.

Roshan D'Souza
Service Desk Supervisor

The Future

EAIG now plan to develop their use of assyst further. Next on their service management journey will be increased automation through the rollout of a Service Catalog to provide self-service functionality to the 5,000 employees of the EAI Group. This will reduce calls and further improve resolution rates, thus improving productivity of the ITQAN Service Desk team, with their time freed up to focus on more valued business tasks.

The group also plan to adopt enterprise-wide service management by rolling assyst out to other departments, starting with HR, Legal and Facilities. This will not only maximize their value from the investment, but also enhance end user experience.

Summary

- **Asset Management:** Whereas before there was no clear view of assets, use of the CMDB has allowed EAIG to effectively manage all deployed configuration items and has given the ability to locate assets with the right people at the right time. The team can also now evaluate what services are impacted if certain configuration items are not functioning, vital to maintaining overall business performance.

- **Reduced business costs:** Thanks to management of software licenses through the CMDB, EAIG now face less penalty fees and are confident that they are compliant with software licensing, with assyst providing a much clearer picture of what they have and what is in use across the business.

Find out more

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