LEAF migrating from HP to assyst which gives Leaf a safe passage to ITIL

IFS

The Challenge

Leaf needed to consolidate six individual data centers. To help manage its IT in a more efficient manner, it wanted a solution that would help adhere to ITIL Best Practice guidelines. Leaf needed to roll out the new IT infrastructure on a global level, increasing communication and the ability to operate between countries, whilst also keeping costs to a minimum. Consequently, Leaf wanted a safe passage to ITIL.

The company felt that its existing solution, HP Service Desk, did not meet this challenge, so planned to replace this as easily and cost-effectively as possible.

Business Value

Leaf decided that its existing HP system was not best matched to moving the business forward. In addition, Leaf also wanted to adopt ITIL and Best Practices globally and needed a quick, yet safe passage, to this strategic goal.

As a forward-thinking organization, Leaf recognized the need to adopt an ITIL- based system that could be rolled out across other countries, with minimum delays and complications.

It was essential to ensure the technology chosen could match the company's commitment to improving the service it delivered to customers. In addition, it recognized that through appropriate controls, management and processes, major cost reductions could be generated from using a first-class ITSM solution.

Much like the proverbial child in a sweet shop however, Leaf was faced with a number of products to choose from and carefully evaluate before making its selection. In line with ITIL recommendations, the Technology Team considered the processes required before choosing the deployment tool. A period of six months was invested to define the Incident, Change and Asset Management processes, matching ITIL with the company structure. Once this was completed, a requirements package was made for a service management tool selection. Leaf concluded that assyst was the best fit for the business.

About LEAF

Leaf has enjoyed sweet success in the sugar confectionary industry for more than 100 years. An international and independent supplier of sweets based in the Netherlands with a $1.2Bn turnover, it exports to more than 50 countries around the world and is a key player in the market. Leaf has 14 factories, 12 offices and a total production of 185,000 tons, which equates to around 55.5 billion sweets a year. The company is also part of CVC Capital Partners and Nordic Investments.

As a leading player in a very competitive market, Leaf strives to deliver the fastest time to market of new product introductions, whilst also ensuring production costs and prices are kept low.

LEAF

A Safe Passage to ITIL

Since undergoing this major consolidation and IT transformation project, Leaf has a much more thorough understanding of its IT infrastructure, allowing more efficient management of IT resources. This has significantly reduced costs in IT because the team has a knowledge of the resources, cost and approval process through the use of assyst.

Introducing ITIL has improved Leaf's management processes by putting things "on the spot". If hardware or software faults occur, the IT team can quickly and clearly identify the causes and resolve the issue. assyst also enables the team to identify where to make investments in the infrastructure and to support its decisions with clear management reports generated with the help of the single underlying assyst Configuration Management Database (CMDB).

We recognized we could easily move from our current HP system to assyst solution and achieve our goal quickly.

Jannis Vergotis
IT Manager, LEAF

Assisting the Migration

assyst enables greater effectiveness of the Leaf Service Desks and better management of calls, resulting in reduced costs for the company and allowing them to allocate budget into further developments.

Essentially, this consistent approach to ITIL has meant that the same set of standards can be applied throughout the company, ensuring it operates more efficiently as one international organization, rather than several disparate operations.

Moving forward, Leaf intends to maximize the potential of assyst's knowledge base and self-help functionality. The company also plans to introduce automatic discovery and registration of software and hardware. Leaf aims to improve on the softwaredistribution mechanism by simplifying the build-up of the software packages to be distributed.

The Future

With assyst, the Technology Team in Holland has succeeded in presenting a strong case for Best Practice ITSM to board level. The rich functionality of assyst means the team can upgrade the systems more easily and deploy the same solution in other markets.

Summary

- Seamless migration from HP tool to working assyst solution.

- Improved support and licence terms to replace the original HP Service Desk software licences.

- Enhanced knowledge base and ability to use the same ITIL out-of-the box solution across all countries.

- Reduction of IT costs through better IT management and consolidation of IT resources.

- Easier customization and upgrade of systems.

Find out more

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