



CareFirst BlueCross BlueShield  
FEPOC



**In addition to helping us decipher the marketplace for various ITSM products and their capabilities against our company's requirements, Intact's ITSM subject matter experts helped us with important internal messaging. It wasn't just the internal ITSM team's analysis saying, 'Hey, Product A is not robust enough to even compare to the existing tool' or, 'Product B has way more horsepower than needed'...they considered cost and our ITSM process maturity level and all aspects of where we are today. This was very important in order to break down senior management biases regarding other tools. We landed exactly where we needed to be in order to take advantage of existing entitlements for cost benefits as well as modernization.**

**- John F., ITSM Manager**

## **CAREFIRST FEPOC SAVES HUNDREDS OF HOURS AND DRIVES INFORMED PURCHASING DECISION WITH ITSM ANALYSIS-AS-A-SERVICE**

### **THE CHALLENGE**

In an effort to shift more software applications to the cloud, CareFirst Federal Employee Plans of Care (FEPOC)'s new Vice President wanted to replace the legacy IT Service Management (ITSM) tool with a more modern tool, and then leverage the excitement of the new tool to drive user adoption and simplify ITSM processes. The tools team responsible for selecting the new ITSM tool was faced with information overload, and needed help analyzing the many ITSM tools on the market to make the right decision based on FEPOC's existing tool set, specific needs, and desired business outcomes.

### **HOW INTACT HELPED**

Intact consumed all the data in the marketplace and boiled it down, enabling FEPOC to make an educated purchasing decision based on the criteria important to them. Intact coordinated focus groups with end users to understand their priorities, and then enabled four ITSM software vendors to present the same demo to FEPOC based on their existing tool set, specific needs, and desired business outcomes. This allowed FEPOC to compare each tool apples-to-apples with little to no effort on their part. The four tools evaluated were ServiceNow, Cherwell, Jira, and SMA-X. These tools were presented as Tools A, B, C, and D to eliminate any brand biases from the buying experience and allow the team to make a decision based on the best value and fit for them.

### **THE IMPACT**

Intact delivered FEPOC's ITSM analysis as a service, saving the organization hundreds of hours of analysis, meetings, and conversations with the software vendors, and enabling FEPOC to make an educated and objective decision based on their existing tool set, specific needs, and desired business outcomes. This analysis helped FEPOC replace its legacy IT Service Management (ITSM) tool with a more modern tool, and then leverage the excitement of the new tool to drive user adoption of ITSM and simplify ITSM processes.