Global Automotive Retailer

100%

Availability of SMAX

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You guys are a top-notch team composed of high-quality professionals and we really enjoy working with you.

- Steve K., Project Manager

INTACT

GLOBAL AUTOMOTIVE RETAILER IMPROVES CUSTOMER SATISFACTION, REDUCES OPERATIONAL COSTS, AND REMEDIATES RISK WITH ONPOINT MANAGED SERVICES

THE CHALLENGE

This retailer's existing Service Catalog was a security and compliance risk and lacked meaningful end user adoption. The system was end-of-life by the manufacturer and had frequent system outages causing the majority of employees at this retailer to simply call into the help desk for requests. This was both a security and compliance risk as well as inefficient and expensive. In an effort to alleviate these risks, improve adoption and efficiency, and reduce costs, the retailer decided to migrate to Micro Focus SMAX software for its Service Catalog and ITSM in general. However, Micro Focus SMAX software is delivered via next-gen container technology which was not used or supported by the retailer. The retailer hired Intact to implement SMAX, and Intact's ONPOINT Managed Services team to manage, enhance, and optimize the software in production.

HOW ONPOINT HELPED

The customer hired ONPOINT for three main reasons: to ensure the availability and performance of the IT Service Catalog and ITSM system which is built upon technologies its IT infrastructure team did not currently have experience with or support, to drive continuous configuration enhancements and adoption of the platform to meet the evolving needs of the business, and to allow the IT Ops tools team to focus on driving adoption and increasing customer satisfaction for their customers while ONPOINT handled the day-to-day of the SMAX system itself.

ONPOINT proactively manages and maintains the customer environment through daily monitoring, providing consultative solutions around workflow processes and identifying areas for improvements. In addition, ONPOINT implements customizations and enhances overall tool functionality, such as deploying mobile capabilities.

Also, because ONPOINT was taking over management of the SMAX environment after initial implementation, the retailer was also able to limit the cost, scope, and duration of the initial deployment knowing that ONPOINT could continuously roll out backlogged functionality requests post production go-live.

THE IMPACT

ONPOINT improved customer experience by freeing up members of their staff to focus on customer satisfaction and enablement, reduced operational costs driven by higher availability and adoption of the IT Service Catalog, and increased compliance and security by leveraging a manufacturer-supported and consistently available IT Service Catalog and ITSM system.