

D A M O V O

ServicePlaza



Change Driver

A public-sector company has outsourced the operation of its ICT services. The comprehensive management of the network & UC service, from commissioning, provisioning, operation, through to inventory and billing, is complex and time-consuming.

Multiple manual processes across many different interfaces and systems have to be executed on a daily basis. This makes it very difficult to introduce a new provider at any stage.

In order to gain independence and retain sovereignty over the provision of services, management expressed the wish to use a central service management platform owned by the public client. This would ensure the long-term provision of ICT services in the event of a provider change.

DAMOVO



Damovo Approach

Damovo was awarded the contract to operate the ICT architecture, which is based on Avaya components.

Damovo also developed a central self-service portal – the ServicePlaza. This enables employees to order IT services such as requests for configurations, moves, adds, changes, and additional ports easily. These can be ordered, changed, cancelled and billed on the basis of a predefined change and product catalogue, and malfunctions are reported. Approval workflows are also mapped.

The provisioning of the infrastructure and configurations is automated for the essential functions. The central component of the portal is an integrated database in which all services are documented and can be viewed by the customer. In this way, the inventory always remains up-to-date and transparent.



Customer Value

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How the **company** benefits

The IT manager always receives an up-to-date inventory of the services through the defined assignment, provisioning and recording processes. This is the prerequisite for transparent billing and reporting and thus enables efficient cost management.

In addition, the use of the service portal enables complete data control, offering investment protection and facilitating fast migration.

How the **employee** benefits

The self-service portal enables employees to order IT services very easily.

Standardisation and automation ensures faster provision of TK/UC and network services.

The database also provides employees with a transparent view of the service inventory and any internal cost allocation.