

# IT Services Company Automates Fulfillment of Service Requests

Customer Case Study



Atos integrates Cisco Prime Service Catalog with customers' systems, enabling self-provisioning of more than 1.5 Million requests.

## EXECUTIVE SUMMARY

**Customer name:** Atos  
**Industry:** IT Service Provider  
**Location:** Paris, France  
**Number of employees:** 77,100

### Challenge

- Provide IT as a Service (ITaaS)
- Accelerate fulfillment of service requests
- Serve more customers without adding IT staff

### Solution

- Provide self-service request portal for IT services using Cisco Prime Service Catalog
- Integrate Cisco Prime Service Catalog with customer systems to automate service fulfillment

### Results

- Increased customer satisfaction by accelerating service provisioning from weeks to days or even minutes
- Minimized staff requirements by automating more than 2000 customer processes
- Improved service quality

### Challenge

Europe's largest IT services company, Atos SE (Societas Europaea), has 77,100 employees in 52 countries. One division provides services for North American companies of all sizes. Examples of the 1700 services offered include adding new employees to IT systems, reporting software or hardware problems, provisioning physical or virtual servers, requesting a Cisco WebEx® account, and requesting smartphones or tablets.

"We measure success by how much we can reduce service requests by email or phone and how quickly we can fulfill requests," says Kert Gilpin, manager of process automation for Atos. But manually provisioning complex IT services can take days or weeks. "Provisioning a virtual server sometimes takes more than 50 steps, and at any step, it's possible to make a configuration error," Gilpin says. "To continue growing, we needed to automate IT service requests. We wanted to deliver IT as a Service."

### Solution

Now Atos provisions IT services for its customers faster and with less effort, using the Cisco Prime™ Service Catalog. Atos first meets with new customers to decide which services employees will be able to request from a self-service portal. Then Atos integrates the Cisco® Prime Service Catalog with the customer's back-end systems to automate provisioning. If a customer submits a request to add a new employee, for example, the request might trigger the creation of a new record in an Oracle database, an entry in Microsoft Active Directory, and an order for an iPad.

"A big advantage of Cisco Prime Service Catalog is that we can use conditional rules," Gilpin says. An example of a simple rule is to route requests for iPhones to one team and requests for Android phones to another team. A more complex rule might determine whether to provision a physical or virtual server based on the storage requirements and other variables.



**“With Cisco Prime Service Catalog, requests are generally fulfilled in minutes, compared to days or weeks when we manually provisioned services. And our IT team now has more time for activities that provide value to our customers.”**

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Kert Gilpin  
Manager of Process Automation  
Atos

After Atos sets up the Cisco Prime Service Catalog and completes the integrations, employees of the customer can visit a web portal to select a service with a few clicks. Then the Service Catalog automatically orchestrates all the tasks to provision the service. “Automation means customer requests are fulfilled more quickly,” Gilpin says. “The request is generally complete in minutes, compared to days or weeks when we manually provisioned services. And our IT team now has more time for activities that provide value to our customers.”

For one customer, a global sportswear apparel company, Atos offers more than 450 IT services through the Cisco Prime Service Catalog. More than 53,000 employees of the company have registered to use the Service Catalog.

### Results

Automating provisioning with the Cisco Prime Service Catalog has helped Atos provide IT as a Service. As a result, the company is serving more customers, faster, with the same size IT staff. From 2010 to 2013, Atos used the Service Catalog to process more than 1.5 million requests. The tool orchestrated more than 250,000 approvals for more than 260,000 users.

“To date, we’ve automated the provisioning of more than 1700 IT services for our customers,” says Gilpin. Examples include:

- **Server setup or decommissioning:** “Before, multiple people had to perform a manual task to provision a physical or virtual server,” Gilpin says. “Now we use Cisco Prime Service Catalog to automate approximately 50 tasks in the workflow, taking different actions depending on the conditions.”
- **Distribution of Windows software updates and patches:** For this popular service, Atos integrates the Cisco Prime Service Catalog with the customer’s Microsoft Systems Center Configuration Manager (SCCM) server. All employees who belong to a particular Active Directory group receive an automated notification when an application upgrade is available. Then they just click to install the upgrade or patch. Atos customers say that the service reduces the number of support tickets and accelerates resolution of issues related to out-of-date software.
- **Oracle HR database services:** For a global human resources consulting firm, Atos automated the tasks associated with new hires, transfers, terminations, name changes, and changes between contractor and employee status. “If there’s a problem fulfilling a request, we find out right away instead of having to wait till the end of a multi-step process,” says Gilpin. “Cisco Prime Service Catalog reports if the database or network is unavailable, for example.”
- **PeopleSoft activities:** For another enterprise customer, Atos integrated the Cisco Prime Services Catalog with PeopleSoft. Now employees can click once to initiate all activities associated with new hires, transfers, name changes, and leaves of absence.

Atos customers like the fact that Atos can monitor and report on the number and type of IT services that their employees request. “From Cisco Prime Service Catalog we can see into our customers’ systems in the ways they allow instead of constantly asking them for reports or spreadsheets,” Gilpin says.

### Next Steps

Atos is using the Cisco Prime Service Catalog for more customers and adding new types of services. Soon customers will have the option to control the number or dollar value of service requests for each employee or department.

### Product List

#### Data Center

Cisco Prime Service Catalog

### More Information

To learn more about Cisco Prime Service Catalog, visit [www.cisco.com/go/service-catalog](http://www.cisco.com/go/service-catalog).



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