

ATEGRIS

HEADLINE FIGURES



Ategris customer satisfaction rate



Requests submitted via Self-Service



"What I really like about 4me is its simplicity. The possibility to do things ourselves with little external business consulting. The single web-interface and the configuration built around services made us choose 4me."

Pierre Olthoff - Teamlead Service Desk, Ategris

About the customer

Ategris is a healthcare provider consisting of two hospitals and several health treatment and care facilities. The shared service IT department with 19 staff supports more than 2,900 employees spread across 9 sites.

Reason for evaluation

Uncertainty around the future of the Ivanti Service Desk application with no feature updates or significant product roadmap led Ategris to look at alternatives when the support and maintenance contract expired.

Project timeline

November 2019	December 2019	February 2020	March 2020
Evaluation	Selection	Implementation	Go-Live



Integrations



What was implemented?

- Self-Service
- Incident Management
- Configuration Management
- Request Fulfillment
- Change Management
- Workflow Automation
- Vendor Integration (SIAM)