

4me®



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Deloitte Belgium selected 4me to give its employees the fastest and most user-friendly access to support so that employees can focus on serving their customers. 4me provides employees with IT services, answers to HR questions and even help with car leasing.

## All About People

Deloitte is the largest professional services network in the world by revenue and by the number of professionals. Deloitte provides audit, tax, consulting, enterprise risk and financial advisory services. In Belgium, Deloitte has more than 2,800 employees in 11 locations across the country. It serves national and international companies, from small and middle-sized enterprises, to public sector and non-profit organizations.

It's the employees that make Deloitte exceptional. Each person is unique and valued for being among the best and brightest in the business. And there is a strong believe in the strengths that can be derived from diversity. There are 44 nationalities within the Belgian firm. The gender diversity ratio is almost balanced with a workforce made up of 46% women to 54% men. Because the success of the firm is directly tied to the quality of the people it employs, it invests heavily to make sure it recruits and retains the best.

## Giving Them the Best

"Hiring the best people is just the beginning," explains Jean-Marie Van Cutsem, Security Manager, CISO at Deloitte Belgium. "Retaining the best requires much more. "The people who work for Deloitte want to succeed. We have created an environment in which they can do that. If they need anything, there are teams of support professionals within the company ready to help them. "This allows them to concentrate on delivering value to their customers. We want our support professionals to be able to excel in the same way. We have to give them the tools that allow them to be the best at what they do. That's what is on our minds when we select tools for our staff."

### Industry

- Professional Services

### Location

- Belgium

### Challenges

- Existing ITSM solution took much time and tool-specific knowledge to maintain
- Support for additional ITIL processes, like change management, needed
- HR and Fleet Management departments in need of an online support portal

### Solution

- Set up separate 4me accounts for the different support departments
- Set up additional 4me accounts for highly confidential HR support requests
- Prepare one home page from which the support portals from the different departments can be accessed
- Ensure that all accounts are linked to support workflows across department boundaries, while ensuring that support staff can only access the information that they are authorized to see
- Build integrations between HR and IT systems to automate provisioning for new employees
- Automatically upload 4me data to onpremise data warehouse for advanced reporting and analytics

### Results

- Reliable and consistent online access to support from IT, HR, Fleet Management, Facility Management, etc.
- Additional provisioning tasks have been automated
- Improved management decision support from advanced reporting
- Online support capabilities extended to include applications (like SAP and DIAS) managed for external customers

### The Need for a New Tool

Deloitte Belgium's homegrown ITSM solution was working well for Incident Management and Configuration Management. It even included a few advanced integrations that automated many of the provisioning steps for rolling out new PCs and bringing new employees on board. Demand for an online self-service portal and more advanced Change Management features pushed the organization to make a decision. They could either invest in a significant development effort to extend the existing tool, or they could look for a new off-the-shelf solution. A quick comparison of the pros and cons indicated that it was time to select a new service management application.

### SAP Support

The SAP environments that Deloitte Belgium uses are hosted and supported by separate teams of specialists. To ensure that they would be able to collaborate smoothly, these support teams decided to set up their own 4me environment for Deloitte Belgium's SAP-related incidents and changes.

### Implementation

InfraVision, the company that helped Deloitte Belgium migrate to 4me, prepared the necessary 4me accounts to ensure that this collaboration takes place in a secure fashion. "The implementation of our HR Shared Service center implied specific demands as we wanted to guarantee complete confidentiality to our internal clients with only authorized HR staff able to access the information," says Isabelle De Becker, Director HR Operations at Deloitte Belgium. "This specific setup required a lot of tuning of the configuration and even some new features that were added to 4me. The outcome of the strategic setup made it possible for all users (2,800 people) to filter on FAQs before contacting our HR experts."

### Integrations

Several integrations were established during the implementation. These integrations were needed to keep the employee contact information up to date, create a two-way CTI interface with Microsoft Lync, populate the business intelligence environment with 4me data, and re-create the automated provisioning capabilities.

### Scope

The following ITIL processes were included in the scope of the deployment of the 4me service:

- Request Fulfilment
- Incident Management
- Problem Management
- Change Management
- Service Level Management
- Configuration Management

*"It was the elegance, the superior user experience, that made 4me stand out. A lot of attention has been paid to the design of the application. The team that developed it clearly understands the needs of the people who use their tool."*

**Jean-Marie Van Cutsem**

Security Manager, CISO, Deloitte Belgium

*"The service catalog of Deloitte Belgium is large and complex. Many services are obtained from member firms in other countries, as well as from external service providers. The services that are delivered to the customers and employees are often made up of components provided by internal and external providers. It was impressive to see how easily the entire service catalog could be modeled in 4me."*

**Martijn Adams**

General Manager, EMEA, 4me

### Beyond IT

The focus of the HR department was to set up an HR Shared Services Center. "4me helped us realize this objective by providing access to most common questions using FAQs," explains Isabelle De Becker. "The new service management application allows HR staff to focus on more complex requests, improving the quality of the answers provided, as well as the speed of response."

Fleet Management, which is responsible for supporting the company's lease cars, focused on making it easier for employees to submit all the common requests concerning their cars.

Today, support from Facility Management, Travel and Hospitality Services can be obtained from the self-service portal as well. This provides a unified way for all employees to obtain online support, regardless of the department from which this support is needed. The more advanced features are now also in use to allow employees to submit online forms, managers to provide online approval, and standard workflows to be triggered for more complex change requests.

### DIAS

During the implementation, an integration was also established with DIAS, Deloitte's own identity and authentication service. This integration ensures that employees are able to use 4me securely without requiring a separate password. This single sign-on (SSO) integration is now available to the customers of Deloitte that use the DIAS service.

### External Customer Support

The support structure that was set up in 4me for SAP is now also used to support the SAP environments that Deloitte Belgium maintains for its customers. A similar support structure was set up for organizations that obtain the Deloitte Identity & Authentication Service (DIAS) service. This makes it possible for these customers to link up their 4me environments so that they can pass their SAP and DIAS requests directly to Deloitte Belgium without the need for an integration.

### Confirmation

It has been several months since 4me was taken into production at Deloitte Belgium. Over 160 support experts are now working together to ensure that Deloitte Belgium's employees can perform optimally for their customers.

"From the start, it was easy to see how 4me would help our people get things done more quickly," recalls Jean-Marie Van Cutsem. "The user interface is just so thoughtfully designed. What is most helpful is how 4me proactively makes relevant information and instructions available at the right moment for support specialists. That hasn't just increased efficiency; it has also improved quality and consistency."

"The time benefit from the new support system made it possible for HR to focus more on the quality and expertise of the support given to our end users and also to enhance the scope of future services the system provides," concludes Isabelle De Becker.