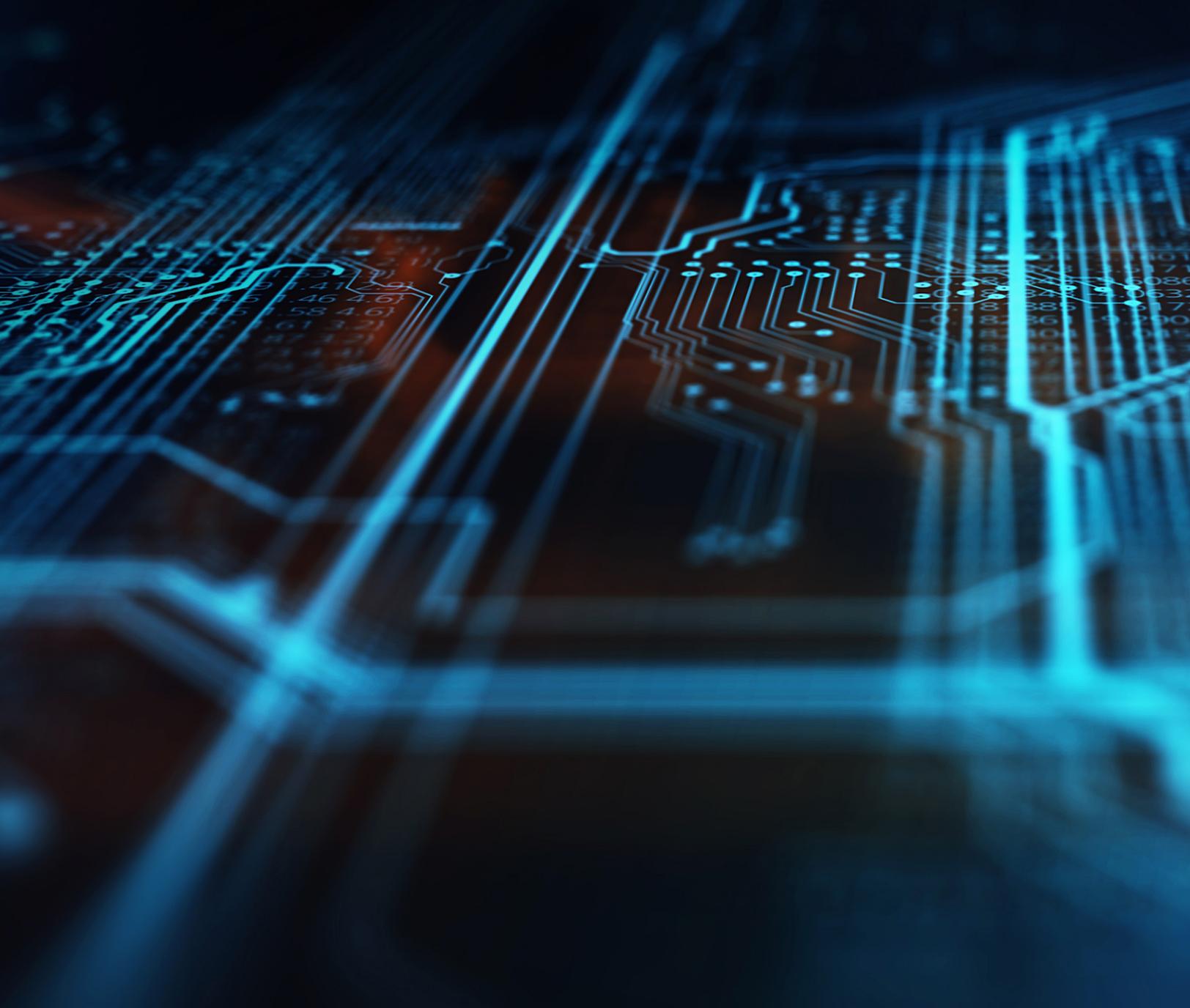


# 4me®



4me.com

TWC selected 4me to provide seamless service to their customers via one integrated service provider. Employees of TWC customers no longer see a difference between internal and external service providers and can instead focus on the service they require.

### Full-Service IT Partner

TWC Automatiseringsdiensten BV helps organizations to optimize their business processes with effective and efficient system management and cloud computing. All TWC system managers have their own specialism. Together they stand for an almost infinite source of knowledge and experience that customers can take advantage of. TWC thinks that perfect, customized, service delivery can only be realized with personalized human contact. Automation, in the end, is there to improve the way people work. Together with the customer, TWC always finds and offers the best solution.

### History

Since 1993, TWC has been building up its service portfolio and customer base. Initially, the organization was focused on network and server administration. In 2001 it started providing some applications as a service. This part of TWC's business has been a strong driver of its growth ever since. Nowadays cloud computing, system management, consultancy, analytics and security have become the core activities. More and more large organizations realize that external support for automation offers many advantages. Not just with regards to implementation, continuity and capacity, but also financial by optimizing operational budgets to reducing expenditure.

### 4me: the Best Solution to Connect Organizations

TWC has been working with 4me for 5 years. 4me is the only enterprise-class service management solution that allows organizations to set up their own service management environment and seamlessly connect with their providers. Even if such providers are using another service management solution, the 4me Integrations Service makes it possible to collaborate and track the service levels while the integration is maintained as-a-service. That is what makes 4me the only solution to support Service Integration and Management (SIAM) for consistently delivering services provided by multiple internal and external suppliers.

#### Industry

- IT Outsourcing

#### Location

- Netherlands

#### Challenges

- How to provide efficient and high quality support to customers
- Making support very user friendly to improve customer satisfaction

#### Solution

- 4me seamlessly connects organizations and their service providers
- Employees of our customers do not see the difference between internal and external suppliers anymore, everything works as one integrated service provider to them

#### Results

- One stop shopping for customers: 4me is the center of all their service related questions and requests
- Increased efficiency and customer experience, lower costs

It integrates them into end-to-end services that meet the requirements of the business and gives visibility into the performance of every party in the service delivery chain.

5 Years ago TWC replaced their existing incident and change management solution with 4me. "The user interface of 4me allowed us to register requests and their requesters much faster," recalls Frank Lodewijks, Managing Director at TWC. "The product also had Change and Service Level Management features included in the service charges. Actually all functionality is included so we do not get charged for additional modules, storage, etc. Also, 4me was implemented quickly and it didn't need complicated technical designs or consulting."

When TWC started using 4me's complete ITSM solution their service catalog was registered, including the different service offerings, contact details of TWC's customers and their service level agreements. 4me's strong collaboration features have changed TWC's customer approach in the past 5 years and the company now uses 4me to work together with its customers where all have their own separate ITSM environment. Now requests, changes and tasks can be easily exchanged between their customers and TWC. This has led to a massive increase in efficiency, much better visibility in the quality of service and increased customer satisfaction while maintaining each organization's control over their own system and data.

### Weekly Free Updates with New Functionality

4me offers free upgrades every week. New functionality is delivered fast and customer feedback is always taken into account. This reflects 4me's belief that service management is 'something you do together'. Lodewijks: "We are very pleased with the fact we are seen as a valued partner; our feedback is used to improve the product and the level of support is high."

TWC's Theo Desmet (Support Engineer and 4me super-user) and Marco Kleisterlee (service manager) are actively contributing to 4me by providing input learned from actual implementations of 4me. The input is highly valued by 4me. Desmet comments: "We first use new features offered by 4me internally before introducing and implementing them at our customers. We now use 4me for incident management, knowledge management, problem management and request fulfillment, while project management is in a test phase."

Lodewijks adds: "In March we have existed for 25 years. Our mission is to improve organizations by means of IT. We take a close look at their challenges and think of the way IT can be of help. We have enough employees to be big enough to serve large customers, but are small enough to be agile. We are a technology-driven organization, like 4me and continuously ask ourselves how we can serve our customers better. That's why we only want to build solutions that are very good. Every two years we appraise each piece of technology we use and ask ourselves if the technology still corresponds with the path we are following."

### Porsche Groep Zuid and TWC work together

Porsche Groep Zuid has 3 branches in Brabant and Limburg with local IT environments. TWC is responsible for these environments and is the first contact for Porsche Groep Zuid employees to answer questions about IT and facilities. "Sometimes challenges and their solutions touch multiple branches", Lodewijks explains. "We introduced 4me as a solution to standardize these processes in order to offer the different branches the same solution to the same problem. Porsche Groep Zuid is very enthusiastic, 4me will go live soon and guarantee that all IT and facility questions, asked in all branches will end up with the right team at TWC or other external suppliers."

"A part of the approval process can be outsourced this way too. We offer Porsche Groep Zuid a service management system that immediately processes requested approvals. The system is theirs and not shared with anyone else, yet it is connected to TWC and tickets are forwarded automatically. This saves a lot of work. An administrator raises a ticket with their contact. Due to the direct 4me connection the user has the impression we are part of Porsche Groep Zuid. "It's a profitable situation for all - collaboration improves, we become more and more of a partner instead of an external service supplier. All of this is standard functionality in 4me. With other service management applications we would have had to build and maintain all these integrations which would have been very costly."

### New Technology

A weekly 4me upgrade means new features every week – small and large changes. For a large addition like the Project management module this requires extra knowledge and an investment in time to get acquainted with the new possibilities.

Desmet: "The Project management module needs to be implemented carefully. All project management approaches, like Agile and Prince2, are supported. But what do you and your customers use and how can you integrate them into the other processes? This needs thorough upfront thinking. 4me is very user friendly and we have gained a lot of knowledge over the years. Certainly important, because we implement it at our customers too! We are very happy with 4me. It is cutting edge technology, helping us to realize our mission of improving organizations by means of IT."

*"It's a profitable situation for all - collaboration improves, we become more and more of a partner instead of an external service supplier. All of this is standard functionality in 4me. With other service management applications we would have had to build and maintain all these integrations which would have been very costly."*

**Frank Lodewijks**  
Managing Director, TWC

*"We are very happy with 4me. It is cutting edge technology, helping us to realize our mission of improving organizations by means of IT."*

**Theo Desmet**  
Support Engineer, TWC