



HEADLINE SUCCESS



BUDGET

Project delivered on time and under budget



6 WEEKS

Just 6 weeks from project start to delivery



"We selected 4me because of its service-centric structure with SIAM baked into the tool. It is also unbeatable value for money!"

Martin Andenmatten
Managing Director of Glenfis

Glenfis chose 4me for its modern, cloud-based service management and SIAM capabilities

Comprehensive mobile functionality and great value for money were also key deciding factors.

Glenfis is a Service Management Consulting and Training Organization founded in 1999 and has since established itself as a first mover in the market. It has continuously advanced the ITIL® Best Practice philosophy and method as well as the certification of service management organizations in Switzerland and has aligned its own processes as First Adapter according to these methods.

It was the first company in Switzerland to achieve ISO 20000 certification in February 2005 and in October 2015, the glenfisAcademy Business was certified on the basis of the international standard ISO/IEC 29990 for quality in education and training.

Moving to the Cloud - The Modern Solution

Glenfis' legacy service management solution, iET Solutions, was out of date and on premise, rather than in the cloud. The organization has a cloud-only strategy and wanted out-of-the-box SIAM capabilities. It needed a modern service management solution, that was easy to use with a full mobile interface.

Martin Andenmatten, Managing Director of Glenfis, was responsible for tool selection, and looked at ServiceNow as well as 4me. 4me was selected as Martin liked the "service-centric structure, with SIAM baked into the tool. It is unbeatable value for money," he says.

Industry

- Education and training

Location

- Zürich, Switzerland

Challenges

- On-premise, out-of-date service management solution

Solution

- 4me offers mature cloud-based ITSM, with mobile functionality and out of the box SIAM capabilities. It is easy to use and great value for money.

"4me was fantastic. The willingness and ability to help made all the difference. ITConcepts responded professionally to our requirements and their understanding of SIAM was a key differentiator for Glenfis. It is an excellent partnership."

Implementation

The implementation was led by one of the Glenfis service management consultants together with 4me partner ITConcepts, and it took just six weeks. No classroom training was required as the 4me interface is intuitive and staff undertook online training modules.

As Glenfis is ISO 20000 certified, as part of the implementation process it created all of the activities related to ISO 20000 as services in 4me.

Scope

- Service Level Management
- Configuration Management
- Incident Management
- Request Fulfillment
- Change Management
- Compliance Management (GRC)

Go Live

Martin says that the features that have impressed him most are the Service Analyst Dashboard, the Service Hierarchy Browser and the Mobile Application. But working with 4me was also a highlight. He says: "4me was fantastic. The willingness and ability to help made all the difference."

He adds: "4me Partner, ITConcepts responded professionally to our requirements and their understanding of SIAM was a key differentiator for Glenfis. It is an excellent partnership."

Results

One of the most significant outcomes of the introduction of 4me at Glenfis is that it has been wholeheartedly accepted by the IT team. Another great result is that the cost of the project came in under budget.

Martin says that, in summary, the implementation of 4me has been very successful and he would recommend the solution to other enterprises, whether they are large or small, who are seeking a professional ITSM or ESM solution.

"We initially looked at ServiceNow but found all that we needed, at a significantly lower price, in 4me. It was a successful and straightforward project, delivered on time with no negative surprises."

