



KEY SUCCESSES



HAPPY USERS AND CUSTOMERS



CLEAR INSIGHT INTO SERVICE COST & QUALITY



SEAMLESS CUSTOMER COLLABORATION



"Thanks to the transparency and reporting in 4me, we now have much more insight and control; it is easier to understand what is going on and adjust where necessary. And thanks to the service cost tracking functionality, we have accurate knowledge of the cost of processes."

Raffaella Ciampini  
Quality Assurance Specialist

## WESTPOLE Selects 4me To Take Their Service Management to the Next Level

One user-friendly portal for the whole company and all its customers has significantly improved overall service delivery

WESTPOLE is a managed service provider (MSP), skill integrator and strategic partner, committed to supporting IT and digital innovation strategies of private and public sector customers in the fields of Cloud & Managed Services, Cybersecurity, and Business Process Automation.

WESTPOLE SpA is based in Milan and provides cloud computing, digital transformation, cybersecurity, digital infrastructures, and artificial intelligence services. In a competitive arena where companies need to constantly innovate their business model and processes, they ensure that their clients are always up-to-date and help customers continuously improve their performance.

### In need of a modern and flexible out-of-the-box cloud solution

For some years, WESTPOLE has used a custom solution, but it became outdated, needed a lot of customization, and wasn't flexible or in the cloud. Hence it was decided to look around for a new, more flexible, and future-proof enterprise service management solution that didn't need a lot of customization. A solution that could handle not only incidents and requests but also efficient processes and workflows.

### Industry

- Managed IT Services

### Location

- Italy

### Challenges

- WESTPOLE was looking for a flexible and future-proof enterprise service management solution to take its service delivery to the next level.

### Solution

- ITSM, ESM, Mobile

Aside from 4me, WESTPOLE looked at some other important vendors in the ITSM arena. The team chose 4me because of the platform's quality, flexibility, and performance. In addition, cost played an important role. Contrary to the other solutions, much is included standard in 4me, which means organizations don't need to spend so much money on customization, reporting and add-ons. 4me works with a flexible consumption-based pricing model, and all customers benefit from regular free updates.

Raffaella Ciampini, Quality Assurance Specialist at WESTPOLE, explains: "4me met all our needs. It is a very complete solution with most features we needed included standard in the tool, making it ready-to-use and fast and easy to implement. The flexible licensing model means we only use and pay for what we need when we need it, and thanks to the free weekly enhancements, we always have an up-to-date platform."

*"With one transparent platform for all, it is much easier to manage all day-to-day processes, and with the help of CMDB, we can now also control assets in 4me, which is very helpful to us. Before 4me, it was difficult to retrieve accurate information, and now we all benefit from great reporting and dashboards."*

## Implementation

The implementation was done in collaboration with 4me's trusted Italian partner C. H. Ostfeld Servizi, who ensured that 4me was implemented smoothly and met all WESTPOLE's needs.

Once the service catalog was ready, the actual implementation time was 60 days. Including all the preparatory work, the whole process took five months from the start to go live in October 2021.

Raffaella explains: "We wanted a clear vision from the beginning, so we spent quite a bit of time preparing and deciding which processes and services were needed. The new solution had to fit the needs perfectly from the start, with a dynamic service catalog to meet our ever-changing business requirements."

## Training

All the specialists were trained the day before the go live, online and face-to-face. As the tool is so intuitive, it wasn't deemed necessary to train the end user.

## Scope

- Request Fulfillment
- Incident Management
- Configuration and Asset Management
- Service Level Management
- Change Management
- Project Management

## Integrations

SAP, Business Intelligence, SSO, Active Directory, Event Management, Salesforce (planned), CISCO Bonding (in progress), and an ITSM tool (for a WESTPOLE customer).

## Go Live

The new platform was promoted and received very well, resulting in high adoption rates. Raffaella: "Everyone is happy with and enthusiastic about the tool. This is quite special because normally we find there is always some resistance to change and switching to a new tool, especially when people have been working with the previous tool for a long time."

"It is great to finally have a well-designed service catalog. This is crucial for a service provider to manage the business efficiently, be in control, and understand what is going on."

The collaboration with 4me and the local partner works very well. Raffaella: "It is a pleasure working with 4me partner C. H. Ostfeld Servizi; they understand us and challenge us where necessary, enabling WESTPOLE to perform better."

*"In addition, the support provided by 4me is great: always very fast, helpful, and easy to approach."*

## Results: After a successful start in IT, 4me was rolled out company-wide

Raffaella and the team are delighted with the new 4me platform and the efficient processes. Raffaella explains: "We started in IT but have now rolled it out company-wide and use 4me for all departments. The solution is very well accepted and has become a strategic solution for us."

WESTPOLE doesn't have 100% usage of 4me in every department yet, but thanks to happy users and word of mouth, they are rapidly getting there. The team at WESTPOLE handles 4,000 external customer requests and 150-200 internal requests a month.

Raffaella: "We invested a lot of time and effort to prepare for this change, but we were committed to making the new tool work from the start, and it is great to now see the excellent results. It has all worked out very well."

*"Our service delivery has improved significantly now that all the processes are managed in 4me. The efficient and easy-to-manage workflows, well-designed service catalog as the single point of contact, and configuration management database were fundamental to this and made all the difference."*

"Also, thanks to the transparency and reporting in 4me, we now have much more insight and control; it is easier to understand what is going on and adjust where necessary. And thanks to the service cost tracking functionality, we have accurate knowledge of the cost of processes."

The fact that integrations are so easy and fast in 4me also contributed to the success. WESTPOLE uses another Business Intelligence tool for reporting and integrated that with 4me, which provides all the data.

Raffaella: "It has been an amazing experience, from the beginning to where we are now. I can say that the whole project is a success. Management is happy with this new service-centric, flexible and transparent ESM solution, the user experience for the specialists has much improved as 4me is easy to manage and understand, and, most importantly, our external customers are delighted with the new and improved service delivery."

Fabrizia Cataneo, General Manager of C. H. Ostfeld Servizi, adds: "WESTPOLE's success story clearly shows the value 4me brings to customers. This is another reason why we were not surprised that this year, 4me was once again named a Gartner Peer Insights Customers' Choice for IT Service Management Tools. It confirms what we already knew and are hearing from all our customers."

The team would recommend 4me to any MSP looking to delight customers and maximize profitability with a service-centric, agile and transparent enterprise service management solution and has already done so.

