CASE STUDY

CIHS Consultants Help CJC Ltd Select, Configure & Implement ITSM Solution

"Based on the feedback from our team about CIHS, I'd say it went very well."

Paul Tomblin,
Technology Director at CJC

CONTRACTUAL COMMITMENTS AND BUSINESS GROWTH

Since 2007, when their partnership was finalised, CJC Ltd have provided a comprehensive range of managed services to their single largest client, a global leader in market data. Up until recently CJC have made use of various toolsets provided by their clients to deliver IT service management functions, but following a renegotiation of the contract with their largest client **a change was needed.**

"A number of new KPIs were agreed, and they're more extensive than what had been in place previously", said Paul Tomblin, Technology Director at CJC. *"We have an obligation to report on these new KPIs, and with the existing toolset we just didn't have the level of visibility we needed to do that"*. According to Tomblin, who was a founding member of the company, this wasn't the only motive for change. CJC has grown at an incredible rate since 1999, and there was a feeling within the organisation that it was time to take the next big step forward. *"The tool was identified to help us fulfil our contractual commitments, but we also wanted to improve our ability to provide managed services outside our largest contract"*.

"...ALL ROADS LED BACK TO CIH SOLUTIONS..."

Along with the desire for their own ITSM tool came the realisation that professional help would be necessary.
According to Tomblin, their choice of consultancy partner was never in doubt . *"We knew Chris [Hodder] well, and we knew that he knew our business. We could have looked elsewhere, but to be honest, I think all roads would have led back to CIHS"*. After realising that the various free ITSM tools on the market would not be a good match for their needs, CJC took CIHS advice and conducted a feasibility study on the Market Leaders. *"Cherwell ticked the boxes, but purchasing the product was just the start. Once procurement had been finalised, the real work of configuration, UAT, training, and implementation began. We did have challenges, Particularly in federating the ITSM solution with our client's existing tools. CIHS ran user acceptance testing (UAT) workshops in Asia, North America, and the UK. And while the primary consultant was there in person, the CIHS team worked around the clock to support the workshops remotely from the UK"*. Clearly there would be more work to do before the new system was fully embedded in CJC culture, but Tomblin was pleased with the way things were progressing. *"Undoubtedly we wouldn't be on the right path without CIHS involvement"*.

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"I was very impressed with the dilligence of the staff involved with the workshops"

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MORE (AND BETTER QUALITY) DATA

Fast-forward a few months, and the ITSM system is becoming an essential part of CJC's service management offering. Now that federation between systems has been achieved, and priority features rolled out, additional phases of the implementation project have been slated for the upcoming months. And already, CJC are starting to reap the benefits.

Increased Maturity

Perhaps the most significant change for CJC comes in terms of their maturity as a managed service provider. **Having grown so quickly since 2007, CJC were keen to implement their own ITSM tool as a way of enhancing their offering to the market.** "The work we've done to implement the ITSM tool has made us far more capable of bringing a managed service offering to the market place. It makes our managed service offering much more compelling".

Enhanced Reporting

One of CJCs biggest wins from the new system has come in the form of enhanced reporting capabilities. **Where previously they were logging around 100 calls per month, they're now able to log every call, which has led to much more reliable workload statistics.**

"We were really keen to achieve with this project was improved documentation of our workload. We're now recording 600-800 calls per month, which is a lot more than we had previously". Improved reporting was a major driver for the project, and CJC are already beginning to fulfil their new KPIs.

Better Visibility

One element that was previously missing from CJC's managed service was the ability to identify KPI compliance and make resourcing decisions in real time. As a result of the improved reporting functionality provided by the new tool, however, CJC are starting to see some real benefits in this area. "We've got more visibility, and better quality data than we had previously. To be honest, I think better quality data is the most important thing".

Process Automation

And it doesn't end there. In the next project phase, CJC and CIHS will be developing a solution to integrate our monitoring and alerting platforms with Cherwell as the lynchpin. Many elements of CJC's managed service can be improved or made more efficient through automation, and Tomblin expects to see this happen in the coming months. "We're looking to integrate the systems at the API level, which will enable us to automate a lot of ticket creation. We're working with CIHS to achieve that to enhance our managed service offering".

NEXT STEPS

And, of course, CIHS will continue to be involved with the rollout at CJC. As things stand, CIHS are providing a managed service of their own to facilitate the continued rollout, and Tomblin is expecting great things. We're having weekly steering group meetings with CIHS to agree priorities and move the project forward. *"Federating an ITSM toolset with existing systems is a complex operation. Despite that, we've been able to overcome any hurdles with help from CIHS. In terms of reducing the administrative burden on our operations teams, we're anticipating an efficiency gain of around 25%.* And when asked whether, in retrospect, he thought it would have been realistic to undertake this implementation project without CIHS help, Tomblin's response was convincingly final: *"No. Definitely not".*

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Paul Tomblin,
Technology Director at CJC

SERVICES PROVIDED

- ITSM Vendor Selection
- Strategic Process Consultancy Toolset
- Implementation & Configuration Toolset
- Integration User Acceptance Testing & Workshops
- Go Live Support
- Post Go Live Managed Service

OUTCOMES

- Enhanced maturity of MSP offering
- Able to fulfill newly agreed KPIs
- Dramatically improved data quality
- Greater asset and resource visibility