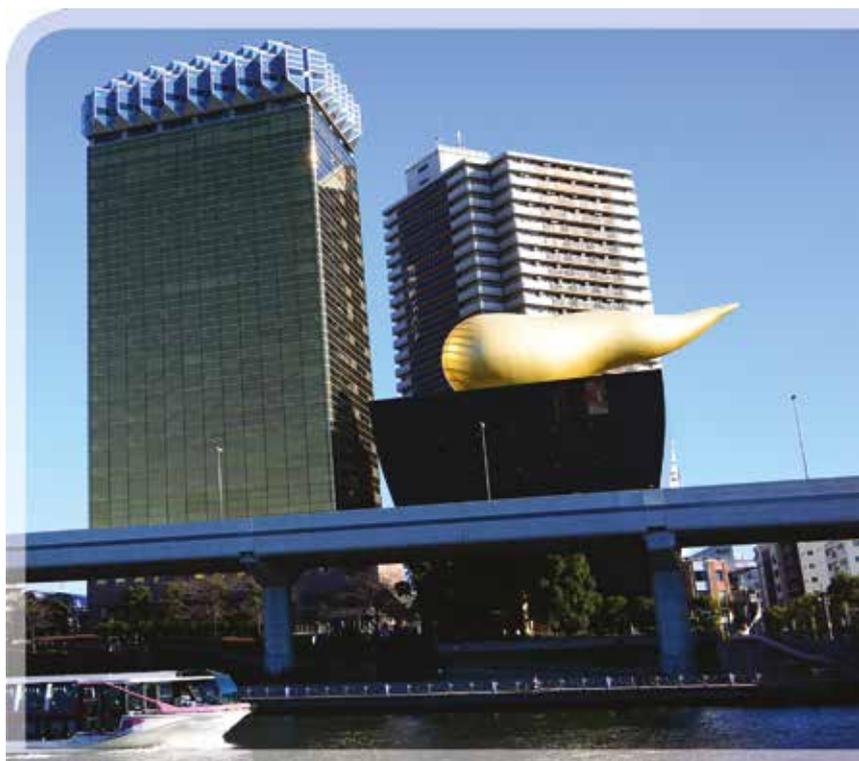




TOASTING A SUCCESSFUL MANAGED SERVICE

TeamUltra delivers successful ServiceNow Managed Service for Asahi saving costs and improving operational flexibility



SERVICES

- Managed Service for ServiceNow
- 24x7 Support
- Administration and support for ServiceNow

USER EXPERIENCE

- Improved user experience
- Enhanced service delivery capability
- Faster restoration of services

BUSINESS IMPACT

- Lowered costs
- Increased operational flexibility
- Implemented best practice IT Service Management
- Better vendor management

OBJECTIVE

To help Asahi achieve its objective to support over 8,000 production, sales and operations users in five different languages, TeamUltra has delivered a Managed Service for ServiceNow.

SOLUTION

TeamUltra's Managed Service is part of the SaaS strategy at Asahi, delivering core ITSM applications for Incident, Problem, Change, Request, Configuration, Self Service Portal, Reporting, Knowledge and integrations into Asahi's corporate IT environment.

TeamUltra proactively manages all aspects of the ServiceNow platform including day to day administration, Level 2 and 3 support, quarterly systems patching, bug fixes, version upgrades and minor enhancements. Full system monitoring, on-going system performance reviews and regular service reviews ensure ServiceNow operates efficiently and meets business objectives.

OUTCOME

TeamUltra has enabled Asahi to leverage ServiceNow to deliver a fast and effective service to business users. The Managed Service has saved time and enhanced operational flexibility. Asahi has simplified and improved business processes without impacting on activities such as Change Management.

ABOUT ASAHI BREWERIES EUROPE GROUP

Asahi Breweries Europe (ABE Group) runs 11 breweries in 5 countries around Central Europe, and is part of Asahi Group Holdings, a global beverage and food company listed on the Tokyo Stock Exchange in Japan.

ABE Group has over 8,000 production, sales and operations users across the Czech Republic, Slovakia, Poland, Romania and Hungary, as well as the UK, Germany, Spain, Sweden and Austria.



Now we can improve how we support business users, exploit the platform's full potential and do it all more cost effectively too.

Tomas Votruba, Europe Service Desk Manager, Asahi Breweries Europe



OBJECTIVE

Using ServiceNow to support a complex operation in multiple languages

ABE Group's portfolio includes brands such as Pilsner Urquell and Kožel from the Czech Republic, Poland's Tyskie and Lech, Hungary's Dreher and Romania's Ursus. The Group exports their products to 60 countries around the world. Tomas Votruba, Europe Service Desk Manager, ABE Group, runs the small team responsible for using ServiceNow to support over 8,000 production, sales and operations users in five different languages across the Czech Republic, Slovakia, Poland, Romania and Hungary as well as the UK, Germany, Spain, Sweden and Austria.

Achieving best practice IT Service Management and a strong user experience

ABE Group is continually investing in its service delivery capability to ensure a strong and positive user experience. It wanted to leverage ServiceNow to support its complex operational needs. Tomas says "Outsourcing the management of ServiceNow aligns with our cloud strategy for critical IT infrastructure. Another key objective was to achieve best practice in IT Service Management."

Following a detailed procurement process, ABE Group selected TeamUltra's Managed Service for ServiceNow. Tomas adds, "We looked at cost of course, but it was far more important for us to select the partner with the right capabilities and skillset. TeamUltra hold the Gold Services accreditation from ServiceNow and received positive feedback across the board for ServiceNow expertise and the ability to add value to our business."



SOLUTION

Managed Services enables more cost effective support for business users

TeamUltra's Managed Service is part of the SaaS strategy at ABE Group. The core ITSM processes delivered under the Managed Service include Incident, Problem, Change, Request, Configuration, Self Service Portal, Reporting, Knowledge and integrations into ABE Group's corporate IT environment.



We have eliminated the cost and requirement for retaining skilled ServiceNow roles such as System Administrators.

Tomas Votruba, Europe Service Desk Manager, Asahi Breweries Europe



TeamUltra proactively manage all aspects of the ServiceNow platform including day to day administration, Level 2 and Level 3 support as well as quarterly systems patching. Bug fixes and minor enhancements are carried out by TeamUltra's certified ServiceNow consultants who also staff the Service Desk. Full system monitoring, on-going performance reviews and regular service reviews ensure ServiceNow operates efficiently and meets business objectives.

Tomas says, "TeamUltra's Managed Service complements the small team that we run. We have eliminated the cost and requirement for retaining skilled ServiceNow roles such as System Administrators. This frees our team to focus on the core business of delivering a first-class user experience. Additionally, a combination of outsourcing ServiceNow and the platform's native out of the box functionality minimise any potential development time."

A scalable, strategic platform for supporting Asahi

ServiceNow is a scalable solution that was implemented efficiently and with minimal impact on the business. Tomas explains, "By outsourcing management of ServiceNow to TeamUltra, we can improve how we support business users, exploit the platform's full potential and do it all more cost effectively too."

ServiceNow supports business critical processes such as Major Incident Management which is vital as ABE Group's key stakeholders are spread across many different countries. For example, if there is an issue with SAP this could result in an outage impacting production capabilities. ServiceNow's automated workflows manage the incident from the moment it has been logged all the way through to an effective resolution.

Tomas adds, "We see ServiceNow as a strategic platform that is capable of supporting our business for many years to come. We are at the start of our journey with ServiceNow and TeamUltra has proved to be an excellent partner. They bring many years of experience with ServiceNow implementations combined with a good understanding of how to apply it in our industry."

OUTCOME

Saving time and improving operational flexibility with ServiceNow

Tomas explains, "TeamUltra has enabled us to leverage the benefits from ServiceNow. It helps us to deliver a fast and effective service to our business users. The Managed Service has worked well, it has saved time and given us operational flexibility. We have simplified and improved our business processes without impacting on activities such as Change Management."

It has been invaluable to ABE Group to call upon expert advice from TeamUltra. Tomas adds, "The use of ServiceNow is evolving continually to meet our requirements. TeamUltra plays a valuable role in ensuring ServiceNow remains aligned to the needs of our business."

ABE Group view ServiceNow as a strategic platform for managing large third party vendors. It acts as a centralised channel for controlling support tickets. "We have greater visibility over Service Level Agreements and supplier performance against targets which makes it easier for our service owners to manage suppliers," says Tomas.



The technical knowledge and service that we receive from TeamUltra is the best that we have experienced.

Martin Stepar, Service Desk Lead, Asahi Breweries Europe



Upgrading to latest version of ServiceNow with no major defects

TeamUltra worked closely with ABE Group to upgrade ServiceNow from the Helsinki release to Kingston. Technical tasks were managed behind the scenes by TeamUltra and ABE Group were responsible for User Acceptance Testing.

Tomas adds, "The upgrade went smoothly which is a reflection of the hard work from everyone on the team involved in planning, project management and execution. Following go-live, there were no major defects to resolve and I am very pleased with this project."

TeamUltra's certified consultants are focused on delivering a high quality service and their expertise means that ABE Group do not need to spend time managing them as a supplier. Tomas adds, "We have benefited from outsourcing management of our ServiceNow environment to TeamUltra and I would recommend their Managed Service to companies looking for a partner with a depth of expertise, skills and knowledge."

Looking to the future ABE Group is keen to make the most of the new features in Kingston such as the new service portal and functionality to manage critical incidents.

Martin Stepar, Service Desk Manager at ABE Group concludes, "We have a very strong relationship with TeamUltra. I would describe it as a true partnership. The consultants always hit the ground running irrespective of which member of the team works with us. We have worked with other ServiceNow partners in the past but the technical knowledge and service that we receive from TeamUltra is the best that we have experienced."

MORE INFORMATION

To find out more and read further customer case studies, log on to www.teamultra.net
