

“On evaluating helpdesk tools extensively we found Remedy's Service Desk Express despite its great potential required too much tuning and configuration to give us the value we were looking for. Then our technician stumbled over ManageEngine ServiceDesk Plus and suggested that we evaluate. the installation convinced our entire team that this is the right tool for our needs.”

–Michael Gerisch, SVP, Telelogic.

Telelogic

Telelogic was founded in 1983 with headquarters in Malmo, Sweden, and U.S. headquarters in Irvine, California. Telelogic is the leading global provider of software and services for Enterprise Lifecycle Management (ELM).

Telelogic products go beyond Requirements Management and Application Lifecycle Management (ALM) by combining the voice of the customer with business objectives to drive development of products, applications, advanced systems and software.

Case Facts

Year of Telelogic Inception - 1983

No of offices - 25

Employee Strength – 1200

IT Staffs - 35

After ServiceDesk Plus Implementation

Requests handled in an year - 36000

ServiceDesk Plus Technicians - 50

A Global Help Desk Solution is the need of the hour

After years of using different global tools and processes Telelogic AB with 25 offices located around the world, 1200 employees and 35 IT staff, started to search for a global Helpdesk and Network Monitoring tool. Telelogic recognized that a lot of time and money could be saved by using already established solutions, documentation and troubleshooting tips.

At the same time it would be a great advantage to be able to combine integrated monitoring and escalation systems with a system that has the capability to raise a helpdesk case when a defined threshold had been exceeded. One issue that had to be considered was the difficulties the IT department had in enforcing global IT policies and standards since the different tools used regionally did not enforce their global best practices.

ServiceDesk Plus provides the right solution

Having a global solution like SDP made Telelogic's IT team around the world to work on requests and problems wherever they arise, not just in their own region. Thus ensuring far better use of competence and resources. During the last twelve months, Telelogic was able to process more than 36,000 helpdesk requests. The majority of requests arrived via email and was processed according to business rules based on organizational groups, key words, and locations.

Telelogic is currently using ServiceDesk Plus with 50 Technicians license. They run their server in a VMWare environment but SDP offers to keep the request database on Telelogic's inbuilt corporate SQL server database used for all corporate database systems. Telelogic servers are based in Malmo but their IS/IT teams are based around the world with about 18 team members in Asia, 14 in Europe and 18 in North America. SDP recently offered them to use the inventory module to scan their computers and provide them with highly needed information about software usage and license compliance.

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Why ManageEngine solution?

“On evaluating helpdesk tools extensively we found Remedy’s Service Desk Express despite its great potential required too much tuning and configuration to give us the ROI we were looking for. Then one of our technicians more or less stumbled over ManageEngine ServiceDesk Plus and suggested that we should evaluate that tool as well. The installation more or less convinced our entire team that this was the right tool for our needs and organization ” said Michael Gerisch, SVP, Telelogic.

Result

ServiceDesk Plus Streamlines Telelogic’s IT support

“Everything we were looking for was there in ServiceDesk Plus: AD integration, web-interface for technicians and users, self-service portal, solutions database, inventory module, service and device monitoring, in fact, it was more than we were looking for. After two weeks of testing and configuration we rolled out the system in October of 2006, with buy-in from all global offices. That in itself was impressive! What we saw was that the tool was so intuitive that technicians were able to get up to speed with a minimum of documentation and training” Michael added.

On implementing ServiceDesk Plus, Telelogic is now able to handle 36,000 requests per year with 50 technicians.

About ServiceDesk Plus

ServiceDesk Plus is web-based helpdesk software that helps you manage all your communications from a single point. It offers an integrated Request management (Trouble Ticketing), Asset management, Purchase order management, Contract Management, Self-Service Portal, and Knowledge Base. ServiceDesk Plus packs all the modules at an affordable price.

About ManageEngine

ManageEngine offers simple, easy-to-use IT and Facilities Management products at a price that every business can afford. It is thoughtfully built with SMBs in mind and eventually scales for large businesses. The ManageEngine 90-10 promise gets you 90% of the features of the Big 4 at 10% of the price.