

## “Customer Self Service Request System”

**Company:**

Burntsand Inc.

[www.burntsand.com](http://www.burntsand.com)

**Vertical Industry:**

Utilities, Government

**Segment**

Enterprise

**Country/Region**

Canada

**Software & Services**

ITSM 7.1

**Situation – Custom developed, outdated request management system**

One of Canada’s largest utility companies was running a custom in-house developed request management system which was outdated, required development to maintain and extend and wasn’t being updated or aligned to meet current business needs

Users across the organization in multiple offices were submitting IT service requests over the web through their corporate IT intranet site and needed the same continued type and level of access to submit service requests going forward

They had selected and purchased the BMC ITSM suite of products and wanted to utilize the new features and capabilities that it offered to help automate IT processes and improve IT service and support for customers

**Solution – Burntsand’s Delivery Team implemented ITSM**

Burntsand provided the client with a dedicated Burntsand EOSM Solution Delivery team to deliver the client’s desired ITSM solution to their needs and required go-live date.

Using our own Burntsand EOSM delivery methodology, we created a structured project delivery approach and plan with the client, steering members and the project management office to allow realistic and achievable project deployment activities and dates to be managed and met.

Our full-circle consulting approach included

- ITSM process evaluation and guidance,
- Business analysis, gap analysis,
- Solution analysis, design and strategic direction,
- Training and testing delivery,
- Implementation and roadmap for future.

**Benefits – IT Service requests are now Web Based and can be Tracked remotely**

Client users are now able to submit, update and monitor their own requests for IT Services via a self-service web portal that is integrated with their ITSM platform

Clients can access the system from any compatible web browser and have visibility into their requests.

Requests are automatically routed to the correct IT Support group for fulfillment

**About Burntsand**

Burntsand is a leader in the delivery of technology consulting services for customers with complex information processing and information management requirements in three practice areas - Enterprise Content Management, Collaboration and Service Management - aligned around our strategic partners, EMC, Microsoft and BMC. The Company delivers strategic design, technology architecture and custom application development through our proven Time-to-Value methodology, which mitigates business risk and speeds process improvements and returns. Headquartered in Toronto, Burntsand operates from locations across North America. The Company's shares (TSX: BRT) are traded on the Toronto Stock Exchange. Learn more about Burntsand at [www.burntsand.com](http://www.burntsand.com).