4me ®

SUCCESS STORY

XAL

KEY SUCCESSES

REAL-TIME REPORTING PER SERVICE

SERVICE-CENTRICITY IMPROVES PERFORMANCE

LESS DEPENDENCY ON EXTERNAL SUPPORT

"In 4me, we found a very complete ITIL-compliant solution that is service-oriented and covers all the main parts we need in IT out of the box. With 4me, useful insights and real-time reports per service help us improve service quality and cost efficiency."

Norbert Pint
Head of IT at XAL

Shining Success: XAL Lighting Transforms Its Service Delivery

One comprehensive service-centric platform for all improves service efficiency

As a leading manufacturer of high-quality lights and lighting systems for shops, offices, hotels, and homes, XAL is renowned for advanced technology, innovative production, and timeless design. The company was founded in 1989, and its headquarters are in Graz, Austria. Today, XAL is a global company with around 1500 employees, with its own research, production, logistics, distribution, and sales sites in over 40 locations and a partner network that spans five continents.

Looking for a future-proof and service-oriented IT service management tool

Norbert Pint, Head of IT at XAL, explains that he started the search for a new service management tool because the previous tool didn't suffice. It took some convincing of the board to switch from a fairly recently implemented tool. There were a lot of modules available, but the problem was that the system had been implemented in a "quick and dirty" manner. That, in combination with the tool not being self-explanatory, made it very hard to work with.

4me partner Blueponte introduced Norbert and the team to 4me. They received a short presentation about the functionalities and strengths of 4me and were convinced this was the right service management tool for them, now and in the future.

Industry
• **Manufacturing**

Location
• **Austria / Global**

Challenges
• **XAL was looking to replace an existing tool that was not self-explanatory and hard to work with. They also wanted to deploy a service management system that would work now and in the future.**

Solution
• **ITSM, ESM**

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They also checked out ServiceNow and Jira, but these tools didn't cover everything they needed. Norbert: "In 4me, we found a very complete ITIL-compliant solution that is service-oriented and covers all the main parts we need in IT out of the box."

Norbert explains: "Previously, the company wasn't thinking in terms of services; there was no service philosophy. But IT does offer services, and these should be of high quality. With 4me, useful insights and real-time reports per service help us improve service quality and cost efficiency."

"With our previous tool, a lot was possible, but you had to customize the product. And when you don't have the knowledge or time in-house, you need a company to help you with things like setting up a workflow or preparing the services, which is costly and also delays matters. In 4me, we received a short training on how to do this, implementing services and service instances and all the necessary basic requirements. We did it together, and it was easy to do it ourselves."

Implementation

The implementation was done quickly and in close collaboration with local 4me partner Blueponte. Norbert is pleased with the process and planning: "The implementation of 4me was absolutely perfect. It was implemented really fast, three months from signing the contract to go live."

"The project was managed really well by Blueponte, we started with a tight schedule, and they forced us to support them with all they needed, which is why we could start after three months and reached all our goals."

"Following the initial go-live, we continue to fine-tune the system and processes and implement more departments and services. We are able to do a lot ourselves, but where necessary, we receive excellent support from Blueponte."

Scope

- Incident Management
- Request Management
- Change Management
- Project Management
- Service Level Management
- 4me Shop

Integrations

SSO, Active Directory, SCCM

Results

Norbert: "We are happy to see that a lot of people are using the 4me Self Service portal. Worldwide, we have 1,500 people in the company of which 1,200 are connected to the office, and they are all in 4me."

With 4me, people can also rate the service they receive so that the IT team is able to measure customer satisfaction and improve services where necessary.

For standard IT services, people go to the 4me Self Service portal. Most of the tickets go to the first level. XAL has an external first-level (service line) partner located in Belgium, and this partner also works with 4me. In case the first level can't solve a problem, it goes to the second level, which is the IT team. And in some instances, they also make use of external partners for specialized knowledge. This so-called third level doesn't make use of 4me yet; this is still handled by email.

Norbert: *"The reporting and real-time dashboards in 4me are excellent. The dashboards are used intensively; we can now see exactly what the status of a ticket is and how each service performs."*

The team also created a dashboard for its external first-level partner in Graz, showing them how many tickets they can bill XAL for. They receive that information in an automatically generated dashboard every first of the month, which saves everyone a lot of time. In the previous tool, the team had no reports. It took ages, at least a week, to summarize the data for the monthly billable, for example, and they had to work with Excel sheets.

With the previous tool, it also took a lot of effort to implement even easy items, but as Norbert explains: "Implementations in 4me are easier, quicker, and simpler. I have 24 people on the IT team who all have a lot to do, and there is no time to allocate 1-2 people to focus purely on the tool. With our previous tool, that was necessary, but with 4me, it isn't."

"We keep track of the weekly development updates ourselves to see if there is anything interesting there for us. In February, we surprised Blueponte when we said we were planning to use the new 4me Shop. And when we think of possible improvements ourselves, we inform Blueponte, and they inform 4me. Sometimes the actual release of the update follows quite soon after."

"What is attractive with 4me is that all functionalities we need are already included in the license; you don't have to buy separate expensive modules for everything. For example, once the 4me shop was released, it was simply available for us to use. We use it intensively for laptops, software, facility parts, and more."

"The greatest improvement is that we can now manage everything ourselves in one tool with one overview, and everyone in the company likes working in it."

The adoption is better than expected. The ease of use for end users as well as admin/specialists really helped. "4me is so intuitive and easy to use. You think you would need an instruction manual of some sort, but it all speaks for itself."

"We use the workflows quite intensively, also for onboarding processes, for example, including HR when they are part of the cross-departmental workflows.

"What is good is that we can implement things ourselves, be it a workflow, a service, the processes behind them, or an automation. Automation rules are also absolutely perfect in 4me. We don't need an external specialist to support us. IT can do it themselves, which is a big advantage.

"We also implemented 4me for Facility Management without any external support, which saves quite a bit of money! I'm convinced if we want to implement something like incident management for our HR department, we can also do this without any external support.

"So, working with 4me makes us very agile and independent. With our previous tool, we always had to call specialists, and often you had to wait for a week or a month, and it costs money.

"The project is seen as a success. If you implement a tool in the right way, it will be self-running, and this is the case for 4me. When colleagues and administrators ask us if they can also use 4me or implement extra things because the tool is so easy to use, you know you've made the right choice.

"The experience of working with 4me and Blueponte is excellent. Communication works well; when we have questions, the reaction/ response time from Blueponte is great, as are the solutions they come up with."

Norbert would recommend 4me to his peers: *"Most companies search among old-school service management solutions, like Ivanti and ServiceNow. In my opinion, 4me is the new player on the market that people should be looking at. If you want a future-proof ITIL-based solution and you want to implement it fast, go for 4me."*

The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.