

CUSTOMER SUCCESS STORY

bpifrance The Future of IT Support with EasyVista

SUMMARY

Bpifrance, a public investment bank in Paris, France, was created in 2012 by Caisse des Dépôts and the State. It supports entrepreneurship and the growth of companies at every stage of their national and international development: innovation, financing, warrantee, equity, and exports. Bpifrance mobilizes \$27 billion to support 100,000 French companies a year. The IT Support Department (ITSD) has made EasyVista a partner to evolve its support system towards a more rigorous management of incidents and IT assets, in accordance with ITIL best practices.

Armed with the French government, Bpifrance contributes to the country's economic competitiveness. The institution is constantly adapting to accelerating technologies as well as new business models. Their clients expect responsiveness and anticipation.

“In this context, our ITSD must provide offerings designed as services by focusing on the knowledge of its teams on added value and automating routine tasks,” said Xavier de Broca, Director of Information Systems at Bpifrance. The ITSD is increasingly working in DevOps mode (Application Development/Systems Operations), integrating new IT assets along the way.

A KEY PARTNER IN IT TRANSFORMATION

The adoption of a complete agile ITSM solution is part of this continuous transformation of the IT Service Desk to become the backbone of Information Systems (IS), with a few key criteria: ease of use and evolution over time, security, quality and agility.

Since 2015, EasyVista has been a partner in the transformation led by Bpifrance's ITSD. “Publishers need to make us successful, to be ‘embedded’ with us. EasyVista has demonstrated this constant commitment for more than three years,” says Xavier de Broca.

“ EasyVista is an *essential* business collaboration tool to guarantee user satisfaction ”

Xavier de Broca

Director of Information Systems, Bpifrance

BENEFITS

- A simple and intuitive self-service portal, reducing the time spent by IT to provide technical support through phone/email
- Easy configuration
- Centralized access to incidents, requests, and processing
- Automated production of operating reports, with lean administration work

Within Bpifrance, EasyVista Service Manager and Service Apps cover the following scope:

- Incident management
- Requests for services from the functional departments (technology, general services, human resources, marketing ...)
- Access management
- Management of IT assets
- Establishment of the repository of software and material authorizations of employees in EasyVista and provision of associated services

A GUARANTEE OF INTERNAL AND EXTERNAL TRANSPARENCY

The portal developed with EasyVista's platform, called "*Help*", by the ITSD of Bpifrance is open to all 4,000 employees. *Help* is the single point of entry for IT Service Management (ITSM) for both the ITSD and Corporate Services, providing a real-time overview of support and its activities.

"ITSM supports the transformation and the relationships with the functional departments, in particular through the *Help* portal, which is very easy to use. It complements the information systems dedicated to human resources and project management," explains Mr. de Broca. 350 support groups exist allocated between the business, support and support functions, and maintaining the group's 4,000 users. Each ITIL process is routed specifically in Help, based on user locations or support group skills.

“ Since 2016, more than 4,000 people have used the EasyVista support portal with immediate success. ”

Xavier de Broca

Director of Information Systems, Bpifrance

In addition, all technical assistance or configuration change operations are systematically recorded in EasyVista, making it an essential traceability and compliance tool available to audit firms. "Regulatory constraints are going up. Thanks to EasyVista, we make sure that most of our responses to auditors are automated and centralized. Data must lead to knowledge and intelligence."

EASY ACCESS TO ANSWERS

EasyVista also manages software and hardware clearance requests issued by Bpifrance's services. This applies when hiring new employees, employee changes, service changes or hierarchical progressions. The complexity of the process is hidden from users, who issue and track their requests directly via the Help portal, with simple tracking that includes only essential information.

Correspondents in charge of access have the same tool, with administration and validation fees. These correspondents are associated by the ITSD with plans for the evolution of the tool and the needs in terms of services. Finally, at a third level, the IT department uses EasyVista for all database, software and hardware changes.

ENHANCED AND SELF-SERVICE KNOWLEDGE

At the end of 2017, Bpifrance integrated a knowledge base into the *Help* portal, facilitating the resolution of simple or recurring problems directly by the users without having to resort to the IT department. In 2018, this knowledge base will be strengthened and enriched for use by IT teams. The goal is to reduce the time to resolve service desk requests by at least 20%, thereby improving the overall quality of service provided by the ITSD.

Since 2015, EasyVista is the ITSM platform of Bpifrance due to:

- Its commitment, as a partner strongly involved in the transformation of the ITSD.
- Simplified change management, thanks to the support of teams in the monitoring and implementation of the project.
- Optimized management of ITSM with the implementation of a single portal open to the group's 4,000 employees.
- Real gains for ITSD, operating and administrative budgets.
- Rapid deployment in SaaS, in less than 4 months.