



## COMPANY

**Name:** Elia

**location:** Brussels

**Industry:** energy

**website:** www.elia.be

## SOLUTION

HEAT Service Management on-premise

## BENEFITS

- Quick resolution of tickets
- Automated processes and workflows
- Increased productivity / time-saving
- User-friendly
- Expandable IT helpdesk for business

## ABOUT ELIA

Elia is Belgium's national grid operator for the 30,000 to 380,000 Volts network. This network extends over more than 8,000km of lines and underground cables all over the country. As the transmission system operator, Elia transports electricity from the generators to the distribution networks, so that they can then supply it to all consumers – private individuals and companies. Elia employs more than 1,100 people in Belgium.



“Our helpdesk employees work in five different locations, providing support for eleven branches. They receive 1,500 to 2,000 tickets every month, 80 percent of which are resolved on the same day.”

Jan Windels,  
Project Manager



# Elia increases productivity with self-service IT and automated processes

Elia, Belgium's national grid operator, replaced its old ITSM (IT Service Management) system with HEAT Service Management from HEAT Software. The network operator collaborated with Econocom for the new software installation and system integration in the existing working environment. ELIA also took this opportunity to automate and simplify a number of processes, which will increase the productivity of the helpdesk and end-users.

## Strict deadline

Elia's old ITSM (IT Service Management) software was no longer being supported after the end of 2013, so the project had a strict deadline. “We already knew Econocom because they'd supplied us with personnel for our helpdesk in the past, but we started from scratch in our search for the most suitable partner to replace our IT Service Management system,” explains Jan Windels, Project Manager for Elia.

Elia looked at around fifteen possible products to start with, and then reduced this to a shortlist of four tools. One of these was HEAT Service Management, proposed by Econocom. The four options on the shortlist were selected on the basis of a number of criteria, including a guarantee that the migration would be completed by the end of 2013. There were also a number of technical requirements, including with regard to functionality, linking with external applications, reporting possibilities and workflows. The total cost of ownership was another important aspect, taking the fees for licences and services into account.

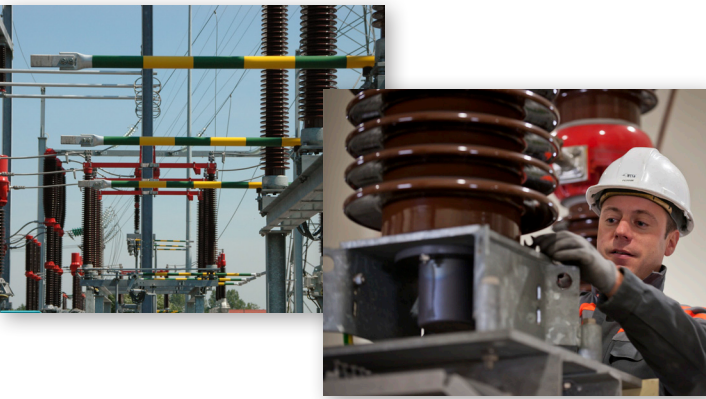
## Helpdesk employees choose for themselves

Employees at HEAT Software, the HEAT software supplier, gave a number of demos. “The final choice was made by key users from the helpdesk and back office,” says Jan Windels. “They based their decision on aspects such as standard functions, user-friendliness, user interface and dashboards.”

Econocom successfully completed the migration to HEAT in the space of just three months. They first performed analyses and organized workshops with the IT department and helpdesk employees. “Econocom didn't just provide us with technical specialists, but also with consultants to analyse our processes and adapt them where necessary,” explains Jan Windels. “Then they installed the new software, first in an online test environment and then locally in the production environment. They configured the fields, windows, buttons, and so on. They also provided brief training for a number of helpdesk employees who then passed this knowledge on to colleagues. Most users made the change very smoothly; it's a very user-friendly system. We can now manage the majority of standard technical adjustments ourselves.”

## Asset management and incident management

The project was split into several phases because of the lack of time available. The previous tool's helpdesk functions were replaced by HEAT Service Management's in a first phase, because this was most urgent. Around 15 employees from the helpdesk and 35 from the IT department have since been actively using the new software, alongside the 1,500 end-users who can create tickets. They use the ticket system on one hand to request IT equipment or support, and on the other to report problems. The IT service supports a total of some 450 smartphones, 600 mobile phones, 1700 PCs and tablets and 2000 IP telephones, and there are 100 installations per month.



## Second phase expansion to business

"HEAT Service Management offers many more possibilities compared to our previous software," says Jan Windels. "We're starting to use this extra functionality in a second phase. When this phase is complete the helpdesk will be used by lots of other new services as well as the IT department. This will increase the number of users following up tickets from the existing 50 to 80 or 90 employees, as the server team and data communication team will also be monitoring workflows, and we'll be using HEAT for change management for upgrades and installations too. We're also

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planning to create a portal in which end-users can find answers to their own questions, partly through the use of a knowledge bank, and by giving them the chance to implement certain installations themselves straight away. The HR department and facilities management team will be using HEAT as well, for example to administer access control badges. And we'll be automating requests even more and reporting more extensively so that we have a better overview of the proposed and actual performance (KPIs). Finally, we also want to integrate the system with our telephony system, so that we can create tickets outside normal working hours. We'll possibly even follow up problems on the national grid, reported to us by our internal electricians, via HEAT."

## Increased productivity through automated processes

Elia will only be able to take full advantage from its migration when the second phase is completed, scheduled for September 2014. "We certainly expect increased productivity because lots more processes will be automated," says Jan Windels. "PC users used to have to request a software installation by email, for example, before various different people had to give their approval. Then the helpdesk received an email with the request to install the package and they had to agree a suitable time with the PC user. But now end-users can start the software installation themselves through the portal. These self-service possibilities save us a lot of time."

## Smooth project progress

Elia is very happy about its collaboration with Econocom. "The project ran very smoothly," says Jan Windels. "Econocom sent us four very experienced people who did their very best to deliver us a good product. When the Belgian project is fully rounded off, our German subsidiary company is also going to start using HEAT."

## More Information