



Australian Engineering Firm Mines the Cloud for Business Automation

COMPANY

Name: Sedgman
Location: Brisbane, Australia
Industry: Mining
Website: www.sedgman.com

SOLUTION

HEAT Service Management, cloud deployment

PARTNER

Fusion5

BUSINESS BENEFITS

- Automate workflow for key IT and human resources processes
- Improve productivity and reduce reliance on paper forms
- Quick to deploy, easy to maintain



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Andrew Reid
IT manager, Sedgman

Unlocking the natural resources of the world while minimizing the environmental impact requires the expertise of skilled mining engineers and construction specialists. Sedgman provides engineering, project delivery and operation services for mining coal, iron ore, copper, gold and lead, as well as the infrastructure needed to process the minerals. The engineering firm prides itself on innovation and using the latest technologies to deliver peak performance for its clients. The company, headquartered in Brisbane, Australia, has more than 800 employees in Australia, China, Mongolia, Africa and Americas.

The Cloud with a Better Fit

Changes in commodities prices have hit the mining industry hard, and companies like Sedgman have had to look for new efficiencies to weather the downturn. As it drilled down, Sedgman began looking for a cost-effective alternative to its ServiceNow cloud-based service desk. ServiceNow had more functionality than Sedgman could really use, and the monthly fees were adding up fast. Sedgman needed to rightsize its service desk solution.

As the ServiceNow contract came up for renewal, Andrew Reid, IT manager at Sedgman, began exploring his options for a solution that would be a better fit. “A software-as-a-service model makes sense to me,” he said. “Having the software managed externally where I don’t have to worry about it, our people can access from anywhere and updates are done automatically is a big draw.”

As Reid did his due diligence, he discovered that HEAT Software had introduced a cloud version of the HEAT software that Sedgman had used in the past. “I looked at a number of offerings, and the HEAT Service Management platform deployed in the cloud ticked the boxes from a functionality point of view,” says Reid. “By moving to HEAT, we really gained in terms of service request and service catalog functionality.”

A Rapid Migration

Reid’s research showed that the HEAT Service Management platform offered the strongest value proposition, and Sedgman made the move. Sedgman uses HEAT Service Management with Incident, Problem, Change, Knowledge and Service Request modules.

The business value of the HEAT Cloud solution has been rock-solid. “We were already paying less money for the HEAT Service Management platform on the very first day,” says Reid. “The move to the HEAT platform paid for itself within the first year.”

Sedgman worked with Fusion5, a specialist in business service management and HEAT Software’s master reseller in ANZ, to implement the HEAT Cloud solution.

Fusion5's focus on process, automation, continual improvement and total support shined through clear in the Sedgman migration. "Fusion5 was very strong from a technical and process perspective," says Reid. "They really understand the full range of capabilities the HEAT solution has to offer and how it could be utilized most effectively for our business. They understood our requirements and were always helpful, proactive and responsive."

Keeping Workflow Fluid

With the HEAT Service Management platform, Sedgman has been able to improve its day-to-day operations and better align service management with the business. With the HEAT platform, Sedgman's IT staff can easily request an IT service or change, plan remediation methods, automatically approve and authorize service requests, implement changes, and monitor and audit the successful completion and service level agreements associated with changes.

Sedgman is using the HEAT Service Management platform to automate a growing number of business processes and reduce the use of paper forms, which will drive efficiency, cost savings and productivity. For example, when employees need new mobile phones, they no longer have to fill out paper forms, track down their managers to sign them, scan the forms and send them back to IT.

"Managers can approve the request right from their phones," says Reid. "On average, a typical service request in HEAT takes no more than two or three minutes, which is a time savings of about 80 percent from a paper-based service request." Reid notes that IT is working with the company's shared services and human resources teams to automate a half dozen more processes in the HEAT platform.

Giving Staff Self-Service Tools

With HEAT Self-Service and Service Catalog, employees have Web-based access and control over IT and business services, so they can easily submit new service requests, report service incidents, track progress, and even find information on their own that would normally require a call to the service desk. And they can do it in the way they prefer, whether using the self-service portal, the phone or email. That flexibility is essential, because workers may be in a Sedgman office, at a client site, or in a mine when they need assistance.

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IT manager, Sedgman

"We look at IT self-service from the perspective of giving the customer more options," says Reid. "We want IT to be viewed as a partner to the business, rather than being restrictive." Based on positive feedback from the business and the growing use of the self-service portal, the customer-focused strategy is working. Reid notes that the service desk typically fields about 800 incidents a month, but since rolling out self-service, the number of incidents is dropping steadily.



Reid envisions more ways to use HEAT Service Management to automate workflow and deliver efficiencies. "We're looking at the 'new user' process now," he says. "The business wants a service request for a new employee start, and it's a fairly involved process because of the many different types of workers and employees we have."

Reid is working with the HR department to create a dynamic form, which will simplify the process, reduce errors and get new employees set up more quickly. With the flexibility of the HEAT Service Management platform, HR managers can design the forms the way that they want using HEAT's simple drag-and-drop designer, while the IT team can create the back-end workflow. "The ability to separate the creation of the forms and the workflow is one of the things about Service Catalog that is quite impressive," says Reid.

Bright Skies for Business Automation

Reid is confident that the HEAT Service Management platform will continue to support its needs as Sedgman's business weathers the mining industry cycles. "The work with the HEAT platform is ongoing. The business will want services added, and IT will want services added," says Reid. "HEAT Service Management is really a workflow system, and every area of our business could use it for approvals, tracking processes, or something else. With the HEAT platform, the sky is the limit for business automation."



About Fusion5

Fusion5 aims to provide higher levels of service and value to organisations that have recently implemented, or are about to implement leading software package solutions such as JD Edwards, Oracle, Pivotal and PayGlobal and HEAT Software's HEAT.

Our guiding principles include:

- Ensure the customer implements the foundations correctly
- Work with our customers to offer a fresh perspective and new ideas
- Deliver value through speed, effectiveness, communication and closure
- Present opportunities to enable our customers to leverage their investments into the future

Fusion5 delivers on these principles. We have a team of consultants with a wide range of industry experience, years of implementation expertise, and practical hands-on configuration knowledge. We have seen many, many installations, and we know what works and what doesn't.

More Information