



Arcos
Dorados

Centralizing various help desks in a single platform



+100.000 Employees



2.255 Restaurants



19 Countries



Figures achieved with InvGate

1400

Incidents
per month

4000

Offices

250

Agents

3000

Nodes

Objectives

- McDonald's had several help desk providers, each with its own management system
- The company did not own the information
- They depended on their vendors for changes and adjustments

Resolution

- Centralize all help desks under a single platform
- Unify the service catalog
- Share knowledge
- Manage the organization's IT requirements in a standardized manner

Improvements

- Implementation of InvGate Service Desk as a SaaS solution
- On-premise implementation of InvGate Assets

Result

- 20% decrease in the number of requests thanks to automation
- Reduction in fulfillment times
- Ownership of information and knowledge

"In our search for a tool, InvGate was the one that best suited us in terms of cost-benefit, leveraging this with very good knowledge base management and a great self-service portal."



Nancy Esersky
Manager of
End-User Services

Interview

Nancy Eersky Manager of End-User Services

What were the issues that caused you to walk away from your previous service desk tool?

At Arcos Dorados we have several Help Desk providers (5 in total) that depend on the Division they serve. Each of these providers used to have their own management tool in order to serve us. The plan was to have all these help desks under a single management tool of our own, and thus share both the knowledge and the service catalog among all of them.

What ITSM tools were you using before InvGate?

Service Manager for Incidents and PPM for Changes.

What changes did you see after implementing InvGate?

The major difference in value is that we now own the information and knowledge, when it used to be that we could only go by what the suppliers said. Every time we needed something (new agent, new category, report, etc.) we had to wait too long to get it, but now, as we manage the tool ourselves, those times are shortened.

Another point to highlight is that we managed an integration with InvGate that allowed us to automate the generation of a group of cases that no longer need to pass through the help desk. This creates a saving in the number of requests managed.

What made you choose InvGate over other options?

The cost-benefit relationship and the ease of management without the need for specialized resources.

How was the implementation of InvGate?

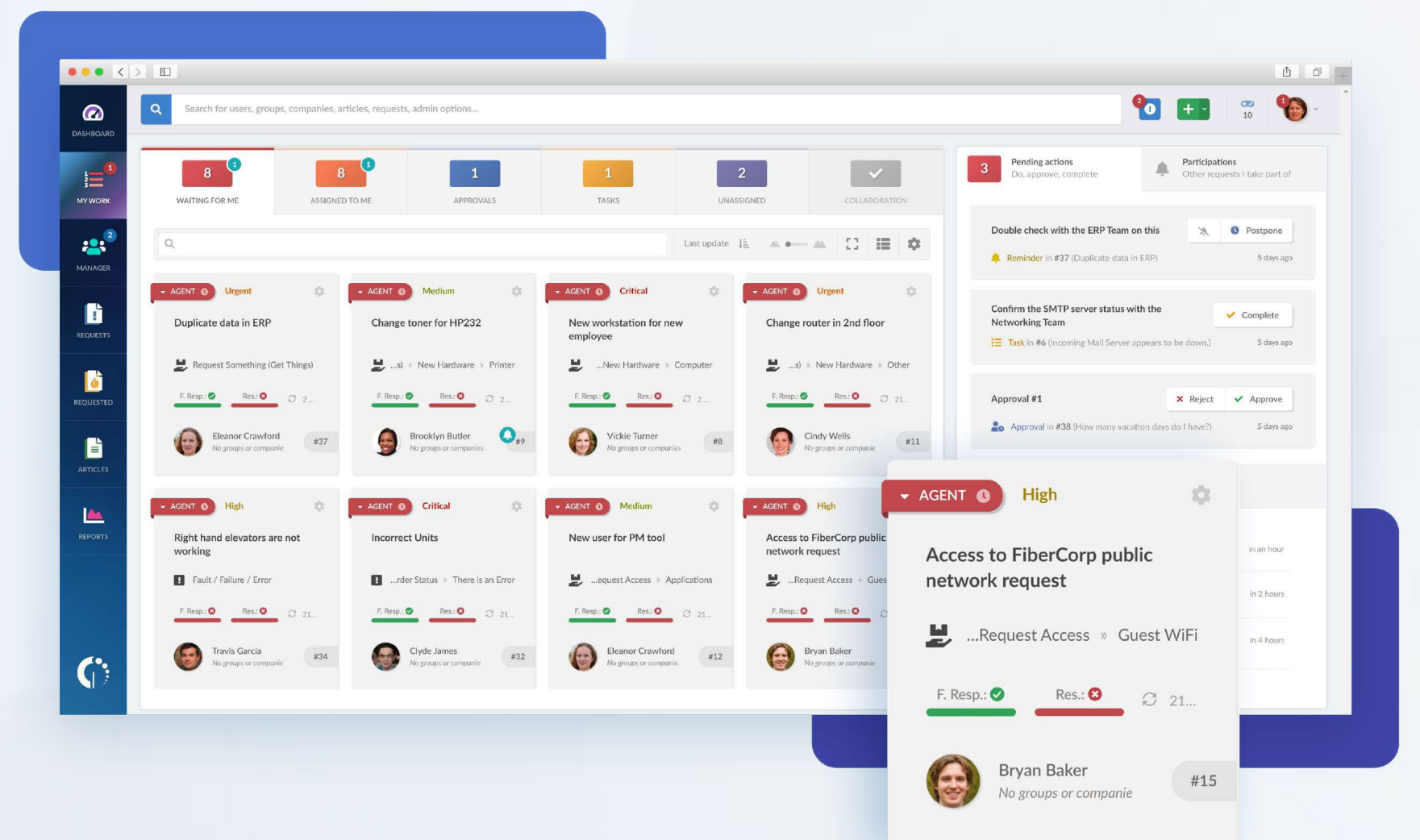
We started without having technical knowledge and with the help of the InvGate team we were able to accomplish it without major problems. It really was pretty quick and easy in the initial stage.

Since you started using InvGate Service Desk, have you seen changes in your support team, IT area, or end users?

I think that InvGate helped us achieve greater participation since it's very user-friendly and we do not depend on a vendor. Anything that the support groups ask for, we can do it.

What do you like the most about InvGate?

The interface for end users, the ease of administration, and reports.



Do you think that the cloud service model makes a difference?

I think it's good not to have to worry about the upkeep of the infrastructure. That might have been a limitation when making the decision.

Why should other organizations choose InvGate?

It is easy to adopt and very well received by users. Again, the cost-benefit is very convenient.

Did you learn any lessons that we can share?

The selection process: the cost / benefit ratio is very good. Maybe other tools have more functionality, but our decision was to give that up in order to simplify maintenance and administration.

Implementation: It was easier than we expected and we were able to do it with a person from the team with high knowledge of the service. It was not necessary to hire anyone else.

Change in day-to-day operations: The greatest advantage is having your own tool and making your own decisions about it.

Could you quantify the improvements or savings?

In our case, the greatest savings occurred in the possibility of integrating InvGate with other tools (for example in IDM identity management) and thus avoiding the participation of the help desk in each request, in order to achieve a reduction in the baseline contracted to our supplier.

On the other hand, self-service and the automation of certain types of requirements also represented savings. Between these two points, we achieved a reduction of approximately 20% in the number of requests handled by the help desk.

In turn, the satisfaction of the support technicians who act as resolution groups had a very significant increase.

What are your next steps with InvGate?

The next step is to develop the flow of the change process to be able to completely replace the PPM tool that we use today. Then we will continue to implement other help desks that still remain for the incident management process.

On the InvGate Assets side, we are planning to extend the implementation we have done in offices to our restaurants as well.



More info? No problem!:

info@invgate.com
www.invgate.com