ENGIE Ineo

One in Three ENGIE Ineo Employees Solve Their IT Problems by Themselves.

SUMMARY

ENGIE Ineo and Endel ENGIE support companies and communities with energy and digital transformation. ENGIE Ineo employs 15,000 people and makes $2.7 billion in sales, and Endel ENGIE has 6,000 employees for $831 million of activity. The two subsidiaries total 300 branches worldwide. They carry out 40,000 projects per year in various industries including, the tertiary sector, energy, defense, global security, telecommunications and transport.

As subsidiaries of one of the leading energy groups in the world, ENGIE Ineo and Endel ENGIE are involved in the electrical servicing and maintenance of nuclear power plants. Since early 2010, the information systems department of these two entities has tried to "industrialize" all of its processes. This has resulted in the outsourcing of user support, and since 2014, the introduction of the self-solving portal developed with EasyVista Self Help available 24/7/365.

THE NUMBERS DON'T LIE

With EV Self Help, users solve many of the same issues previously handled by first-level IT help desk, and even second- and third-level IT support; making people more self-sufficient while optimizing quality and operational costs.

> **More than 30% of IT incidents are directly resolved by users, while the number of requests has increased by half to 150,000 tickets per year.**
>
> **Patrick Eymard**
> Deputy Director of Information Systems, ENGIE Ineo

The benefits do not stop there. Each year, the IT Systems Department (ITSD) saves $415,000 in operational costs through problem self-resolution. Furthermore, 20,000 additional first-level tickets are processed each year without adding staff.

In addition, the average call duration has been reduced by two minutes thanks to automatic ticket creation, the knowledge base, and shared procedures between operators.

BENEFITS

Faced with a **50%** increase in requests, EV Self Help:

- Provides savings of **$415,000** each year on operational costs.
- Allows resolution, directly by users, of more than **30%** of the **150,000 tickets** generated during the year.
- Absorbs **20,000** additional Level I tickets without adding staff.

KNOWLEDGE AND DECISION TREES

"*EV Self Help is a valuable tool that helps IT and business leaders model and distribute processes through simple, clear web applications,*" says Patrick Eymard.

By simply dragging and dropping icons, users describe their processes, their interactions with the information system, and how to deal with incidents, all through resolution "trees". The most frequent questions are described in FAQ flows and made available to all users. More than 145 trees integrating diagrams as well as videos and GIF animations, were created by the managed support service and the ITSD.

The functional departments plan to use them for their business processes in order to industrialize them and simplify their operational maintenance.

A VALUABLE COMPLEMENT TO ITSM

"*EV Self Help complements our IT Asset Management (ITAM). The unique portal aggregates events, requests, incidents and their resolution. This is an essential component to complete the FAQs and online documentation for users*," says Patrick Eymard.

EV Self Help improves the quality and productivity of the support provider, and new operators are trained more quickly. The modeling of response patterns associated with automated processing optimizes the quality of service provided by first-level support when the ENGIE Ineo employees could not solve the problem by themselves.

EV Self Help also supports all internal processes of the ITSD. The procedures are described, updated and maintained with the help of this clear, homogeneous interface and connected to other ITSM tools.

"*We automatically deploy the modeled processes, with a single click, to client computers and servers. This makes our information system more reliable and adaptable,*" concludes the ITSD Assistant.

ENGIE Ineo and Endel ENGIE use EV Self Help to:

- "Industrialize" IT support and self-resolution processes
- Improve quality of service
- Alleviate a 50% increase in tickets
- Improve the operational budget