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They modernized their service management

You can too. Read their stories.

Reimagine service management

Today's market conditions are demanding. Consumer-style, always-on services. Shifts in work cultures. Disruptive technological innovations. Rapidly changing needs on every front.

How are organizations evolving to thrive in today's digital world? For every measure of success—from happier users and quicker resolutions to productivity boosts and lower costs—service management (ITSM), whether it's for IT or non-IT, has a role to play.

On the next pages, you'll discover how organizations are using OpenText™ Service Management in inspiring ways.

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![achmea logo]

A leading insurance company in the Netherlands advances digital transformation with end-to-end service management

With ITIL principles and cross-ITOps integrations, Achmea is simplifying work and creating business value in support of a cloud-first business model.

Success highlights:

- Implemented ITIL best practices across key ITSM functions, including service catalog, incident management, and change management.

- Automated closed loop incident processes with native ITOps solution integrations.

- Supported nearly 350,000 requests per year from 14,000 users.

- Gained agility with codeless configurations, enabling easier upgrades and process changes.

- Leveraged SecOps ITOM Marketplace app for managing security incidents and breach events.

"We much prefer to work with repeatable, out-of-the-box functionality and built-in integration capabilities than create custom workflows—that's why we chose [OpenText Service Management]."

Onno Van Der Dussen
IT Operations Manager ITSM
Achmea

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A pioneering Turkish electricity generation and distribution company, centered on renewable energy, transforms service management for both IT and non-IT operations

Aydem Energy enjoys enhanced user experiences, efficient issue resolution, streamlined HR operations, and service level agreement (SLA) compliance through ITIL-driven processes.

Success highlights:

- Enhanced service delivery with ITIL-aligned processes for request fulfilment, service catalog, demand, change, and knowledge management.

- Streamlined HR onboarding/offboarding processes for creating usernames in Active Directory, assigning laptops and mobile phones, managing equipment returns, and disabling system access.

- Improved self-service with a user-friendly portal, service catalog offerings, and a growing knowledge base with FAQs and articles.

- Enabled faster service resolution of over 70,000 requests annually by automating approvals and assigning tickets to groups.

- Implemented data-driven SLA processes to prioritize ticket handling appropriately.

"OpenText [Service Management] transformed our IT service management, delivering faster issue resolution and empowering data-driven decision-making. The end-user experience is streamlined, reporting is robust, and with AI capabilities we continue to drive innovation and efficiency across our organization."

Engin Kavas
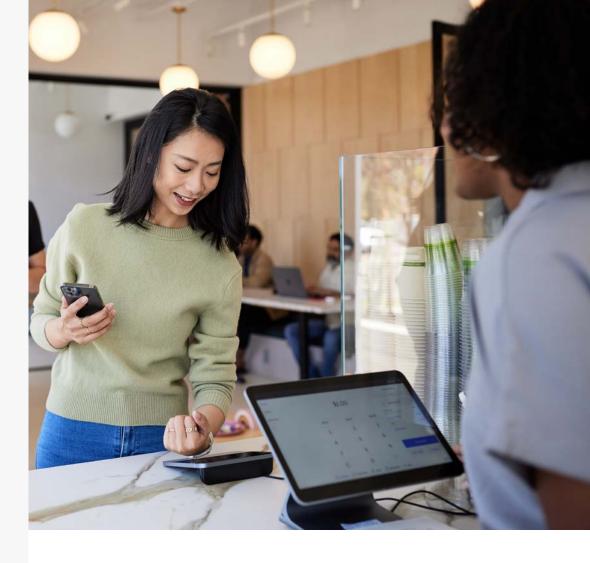Chief Technology Officer
Aydem Energy

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US-based financial and retail technology company moves to SaaS, modernizes service management with a user-friendly portal and AI-driven efficiency

Now a secure, scalable, cost-effective SaaS solution easily serves 30,000+ users.

Success highlights:

- Transitioned from on premises to SaaS in three months, cutting maintenance and infrastructure costs.

- Improved incident management with AI-driven capabilities.

- Increased the quality of change management processes through integration with the OpenText™ Universal CMDB solution.

- Encouraged self-service support with 480+ knowledge articles.

- Empowered users with self-service support and reduced the volume of service desk calls by 30%.

"Thanks to self-service capabilities, we observed a 30% reduction in call volumes as our users continue to handle more and more tasks independently. . . In addition, AI-driven functions revolutionized incident management, enabling us to respond efficiently to service requests and resolve issues faster than ever before."

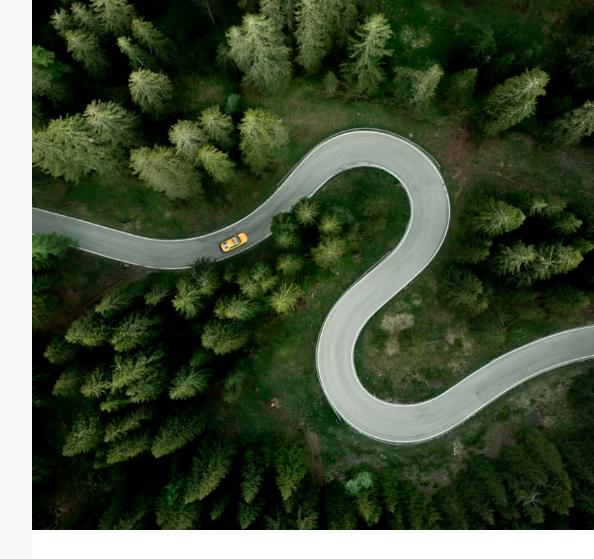**Zuzana Mayerova**
ITSM Program Manager
Diebold Nixdorf

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For this leading Australia-based environmental tech company, ITSM on SaaS is requirement #1

Thanks to ITSM on SaaS, Envirosuite enjoys effortless upgrades, greater agent productivity, and more time to focus on delivering superior customer service.

Success highlights:

- Replaced a 20-year-old on-premises ticketing system.

- Deployed SaaS solution in just four months.

- Boosted productivity for agents all around the world with fast, easy SaaS access.

- Transformed change management by consolidating multitool change and approval processes in one central location.

- Built critical integrations with CRM, email, and monitoring systems.

- Supported growth plans for a global workforce with flexible user licensing.

"We continue to receive fantastic feedback from our users—as accessibility has greatly improved thanks to the high-availability SaaS platform. We have a modern system that allows easy sharing of data. And we can focus on our core business operations by shifting ongoing ITSM maintenance and updates to [OpenText]."

Patrick Quin
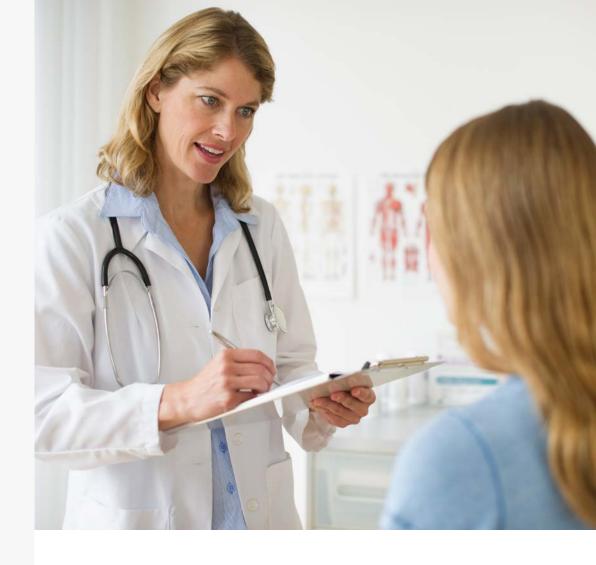Manager, Operational Excellence
Envirosuite

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Norwegian ICT provider for healthcare agencies delivers forward-looking service management

Norsk helsenett offers one service platform for managing customer interactions and handling cases. Users, agents, and management appreciate this newer, easier, professional way of working.

Success highlights:

- Replaced an older service automation solution and consolidated multiple service desks.

- Raised productivity by standardizing and streamlining processes.

- Automated service request management, which included employee onboarding, new user registrations for applications, and IT/ infrastructure service delivery processes.

- Provided single portal access for 1,400 agents and 4,000 users.

"We needed a heart—one service platform for managing customer interactions and handling cases. ITSM is the heart of an organization. That's where work happens. It's where employees go every day to communicate with their customers, plan changes, and manage incidents."

Tor Kristian Hansen
ITSM Project Manager
Norsk helsenett

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شركة تَـنمِيَـة نَفـط عُـمَان
Petroleum Development Oman

Energy company consolidates service and asset management into a single solution

With AI/ML, codeless configurations, and out-of-the-box functionality, the service desk efficiently serves the needs of 12,000 users.

Success highlights:

- Deployed out-of-the-box functionality with zero customization.

- Used AI/ML to identify trends and proactively fix recurring issues.

- Saved time and money with higher adoption of self-service support.

- Extended service management to non-IT, including the communications department.

- Implemented asset management—from acquisition to obsolescence—for end-user devices and data center assets.

- Improved transparency and traceability for vendor invoicing with monthly KPI and SLA reports.

"We now have the best integrated platform in the industry to enable full integration and automation to deliver value to our audiences. Transparency, availability, and convenience for our users were the main goals, alongside an improved way to manage our vendors . . . The slogan for this project was 'zero customization' as the belief is that [OpenText Service Management] can accommodate any requirement."

Elchin Mahmudov
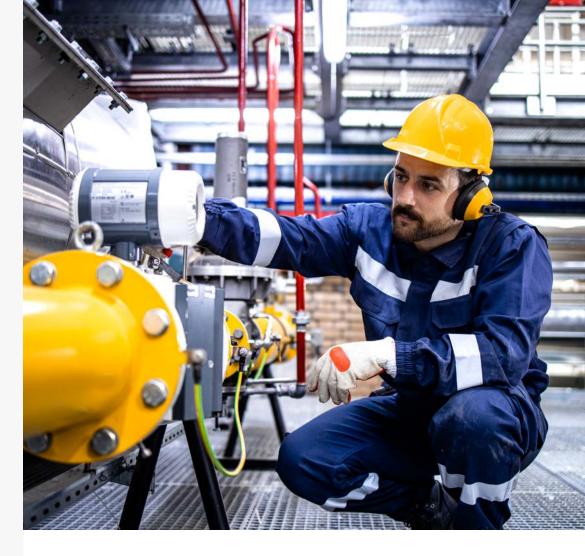ITSM Technical Lead
Petroleum Development Oman

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![SOCAR logo]

Energy company unifies the business with a single service management platform, streamlining user experiences

Socar Turkey wins the hearts and minds of the non-IT community with a user-friendly service portal and fit-for-purpose apps for department-specific needs.

Success highlights:

- Deployed the solution in four months by leveraging out-of-the-box configurations.

- Generated immediate cost savings in licensing, infrastructure, and maintenance.

- Implemented key ITSM and IT asset management processes.

- Extended services beyond IT—from insurance and human resources to maintenance and the corporate fleet department.

- Scaled to support 8,000 requests each month for 5,500 users and 300+ service agents.

- Provided 400+ catalog items, with more than half tailored for non-IT.

"Enterprise service management is like a living organism . . . We are continually in touch with our stakeholders to identify improvement areas after we've seen how things work in a real environment. We were able to get up and running quickly because we started simple and used out-of-the-box configuration[s] as much as possible. We are delighted by the adoption of our . . . services by our non-IT colleagues; this has really unified our business."

Uğur Çetin
IT Architecture Group Manager
Socar Turkey

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Brazilian court of justice boosts first-contact resolution rates, empowers users, and cuts costs with simplified service management

With outstanding agility, this court keeps the wheels of justice turning, even during unprecedented times like a global pandemic.

Success highlights:

- Increased first-contact resolution rate from 9% to 40% within months of deployment.

- Transitioned swiftly to remote work amid the global pandemic by leveraging knowledge articles and processes for VPN access and home laptop assignments.

- Extended services to cover non-IT processes such as ordering meals, procuring office supplies, and managing travel.

- Leveraged AI/ML to enable smart searches and identify trends for common requests.

- Implemented asset management for employee devices.

"[We] empowered our users with a simplified service model and increased our first contact issue resolution rate from 9% to over 45%. We also achieved an ongoing cost saving of 40% percent."

Raymundo Avelino Aben Athar
Under-Secretary for Integrated Information Technology Management
Court of Justice of the Federal District and Territories

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UNIVERSITÀ DEGLI STUDI DI MILANO

Top Italian university streamlines services across IT and non-IT, cutting costs and enhancing user experiences

A single, user-friendly self-service portal elevates user experiences and gives IT an efficient way to track requests, maintain SLAs, and improve service delivery.

Success highlights:

- Delivered a consolidated service catalog for students and staff across 30+ departments, including HR and real estate.

- Enabled the student journey—from enrollment and foreign student support to fees and benefits, career management, and post-graduation administration.

- Reduced maintenance and upgrade costs with codeless configurations.

- Improved delivery times with better SLA tracking.

"Out of the box and codeless configuration capabilities were a key success factor. They ensured that our production deployment times were met and that our internal teams [could] easily manage common management activities—such as updating the service catalog, configuring specific services, and setting up user and operator groups."

IT Director
University of Milan

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Humanitarian nonprofit organization elevates user experiences with a low TCO solution

Using out-of-the-box functionality to deliver high-quality IT and business services, the nonprofit is now free to focus on what really matters—tackling poverty at its roots.

Success highlights:

- Eliminated extensive customization, resulting in cost-efficient support and maintenance.

- Gained licensing flexibility, removing an obstacle to global adoption.

- Reduced time to resolve issues by 31%.

- Improved user satisfaction—reflected in a 15-point increase in Net Promoter Score (NPS).

- Grew the knowledge article library by 44% to support greater self-service.

"[The] rich out-of-the-box capabilities are easier and more cost-effective to support and maintain. They provide standardization and improved agility. . .Our implementation is making great progress [and] helps us be more effective in our goal of tackling poverty at its roots and creating a lasting impact."

Jerome Capili
IT Director of Global Service Management
World Vision International

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Zurich Airport

Switzerland's largest airport enjoys cost-effective, ITIL-compliant service management plus SaaS benefits

With SaaS deployment, the airport is always on the latest version and benefits from newly released features right away.

Success highlights:

- Achieved broad integration, including SAP and monitoring systems.

- Eliminated manual intervention for infrastructure alerts with automated ticketing.

- Made it possible for 1,000+ users to self-resolve IT issues from a single service portal.

- Managed SLAs with easy, transparent KPI reporting.

- Gained scalability, flexibility, and cost predictability by moving to SaaS.

"We wanted to understand exactly what systems and interfaces we have, how these interact with our processes, what data is available and, more importantly, what data we need to fulfil an IT order such as a workplace for a new employee . . . [And the] SaaS implementation . . . means we no longer have to worry about maintaining on-premises infrastructure or version upgrades."

Roland Pfenninger
Team Leader IT Service Management
Zurich Airport

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We hope these customer stories have inspired you to explore a modern approach to service delivery. The right ITSM solution can lead straight to happy users, efficient IT, and better outcomes for your organization.

Visit **OpenText Service Management** to learn more.