



Toll Group



HEADQUARTERS

Melbourne, Australia

ANNUAL REVENUE

\$8.3 billion US

EMPLOYEES

40,000

LOCATIONS

1,200

REACH

55 countries

FOUNDED

1888

Improving Service Management with Timely Reports and Real-Time Dashboards

Business

Toll is Asia’s leading provider of integrated logistics, operating through an extensive network of transport and infrastructure assets that includes road fleets, warehousing, ships, airplanes, ports, and rolling stock. Toll operates from 1,200 sites in 55 countries, generating revenues of more than \$8 billion US per year.

Key Challenge

“Availability of timely and efficient reports and real-time dashboards has always been an issue for us in the ITSM space. The measurement and reporting of KPIs and Service Level Objectives are critical to our business. I don’t want to wait weeks for a report to be developed, tested and implemented... my CIO and the business we support needed it yesterday! Hey presto...Xtraction delivers all I want and more from Day One.”

Chris Balis, IT Manager

Xtraction Performance Metrics

Following installation and rigorous utilization of Xtraction, Toll Group gave the solution a perfect score of 5 in every single performance category. Categories and scores:

Time to Install	5	System Performance	5	Improved Operational Benefits	5
Customer Support	5	System Security	5	Improved Governance & Compliance	5
Real-Time Information	5	System Stability	5	Improved Business Decision Making	5
Drag & Drop Capability	5	System Support	5	Reduces Technical Dependencies	5
Total Cost of Ownership	5	User Interface/Ease of Use	5	Designed for Service Management	5
Value for Money & ROI	5	Provided a Business Benefit	5	Cost to Install, Set Up & Train Users	5

Would Recommend to Others : 5

User Satisfaction

Q: What was the initial response from your staff when you gave them access to Xtraction?

A: Excited...couldn’t wait to get their hands on it...immediate changes to behavior were noticed as we could now focus on Service Level Objectives across the IT function, IT teams, and IT specialists. Now we can easily manage ‘real-time’ Service Levels and easily measure how we have performed in the past against those service levels and perform easy comparisons.



Ability to Customize

Q: Most systems require modifications to fit database schemas. Could Xtraction handle this?

A: Yes. The Xtraction consultant was able to specifically fit Xtraction to suit our tailored Service Management application. In effect, Xtraction highlighted potential issues we never knew we had with the way the Service Management application was tailored by us.

Ease of Installation and Use

Q: As compared to other reporting technologies, will you please describe the ease of installation, out-of-box Service Management solution, and ease of use of the HP Service Desk Xtraction interface?

A: I have no background in any Reporting solution. I was immediately able to produce meaningful reports and dashboards for service delivery managers and IT executive management that highlighted current and potential problem areas. If you can click on your 'left mouse button' and 'drag' and have a base understanding of ITIL/Service Management metrics and Key Performance Indicators, you can create a meaningful report or dashboard in Xtraction....it's that easy!

Inherent Superiority

Q: Based on your Service Management experience, would you agree that Xtraction is not just another reporting technology but rather is more of a ready-to-run solution that was specifically designed with Service Management in mind?

A: Absolutely. No doubt. Reporting is a constant topic of discussion at Service Management conferences and workshops. I have never been involved in the implementation of an application or reporting technology that was up and running in two to three days. As an example, we have a KPI that states emails and self-service tickets logged to our service desk must be resolved / escalated in a certain timeframe. This was always difficult to manage on a 'real-time' basis. On Day 3, we designed a dashboard for display on our 50" plasma screen that measured hours against the number of emails/service tickets logged and in a status of 'waiting or idle', e.g., 10 emails waiting for 0-1 hours; two emails waiting for 1-2 hours; five emails waiting for 3+ hours... invaluable information.

In addition, the ease of use of Dynamic and Fixed Date Ranges within Xtraction means we can focus our reporting on specific dates and times for ad hoc reporting requirements that we're requested to provide on a daily basis.

Example of Cost Savings

Q: Will you please describe how Xtraction has removed the bottlenecks and costs associated with your previously having to rely on reporting specialists?

A: Reports and dashboards can be designed by anyone. The time to produce and publish can be measured in minutes rather than days or weeks spent when using any other reporting solution.

Visit www.landesk.com or www.xtractionsolutions.com for more information on the benefits of Xtraction.

Speak with a representative: 1.800.982.2130
Email us at: sales@LANDESK.com

For specific country offices visit www.LANDESK.com