



PROFILE

Acquired by CB&I, February 2013

HEADQUARTERS

Baton Rouge, Louisiana

EMPLOYEES

27,000

REVENUES

\$6.0 billion (2012)

FOUNDED

1986

The Shaw Group, Inc.

Gaining Insight into Both Real-Time Performance Metrics and Historically Aligned Data

Business

The Shaw Group, Inc., now part of CBI, serves the energy, chemicals, environmental, infrastructure, and emergency response industries. The organization is split into the following divisions: Power, Environmental and Infrastructure, Maintenance, Fabrication and Manufacturing, and Energy and Chemicals.

Challenge

Shaw Group has invested heavily in CA Service Desk to capture and manage ITSM-related data around incident, problem, and change processes. Service teams and staff were demanding access to associated data in both real-time and historical formats. Microsoft SRS had been explored, but it was not a flexible method to build the required reports, nor could it do so in timely manner. Interactivity was also a key requirement to allow a more mature awareness to the business data. The Business Objects solution was also evaluated, but it delivered a cumbersome tool not aligned with the user-friendly approach users were requesting.

“We have decided to use Xtraction exclusively for reporting against CA Service Desk and not even install Business Objects.”

Rickey Ferrand
IT Manager

Solution

A free trial was quickly set up for the Shaw Group to explore Xtraction. “It was very clear from the outset that Xtraction was aligned in bringing the data we needed to the right people quickly,” said Rickey Ferrand, IT Manager. “Xtraction is very easy to use and we quickly designed over 30 dashboards ourselves and distributed them to the end users.”

Value

Here are some of the ways various teams throughout the organization leverage Xtraction:

Help Desk – Uses Xtraction to monitor such details as category, priority, customer location, and volumes of incidents coming into the group’s queue. Real-time delivery of data has been extremely valuable, as is the ability to identify and recommend changes to address problem areas.



Enterprise Systems – Experienced difficulty measuring volumes of priority demands against the team and individual staff. Xtraction is used to keep real-time views of requests entering the team queue and report against the volumes experienced.

Fabrication and Manufacturing – Previously had difficulty quantifying support requests from internal customers against that of assigned project work. Complementing CA Service Desk, Xtraction delivers data around the capacity of those groups that the team is supporting and the associated trends against CAPEX projects.

“Everybody who uses CA Service Desk utilizes Xtraction to gain insight into both real-time performance metrics and historically aligned data.”

Rickey Ferrand
IT Manager

Xtraction is a valuable tool in Shaw Group’s current processes of measuring and reporting against service management. The solution also improves the organization’s ability to identify focus areas surrounding continual service improvement, which is closely in line with ITIL best practices. With continued rollout and maturity of service management, Xtraction will play a key role in enabling new groups and users to access the information they need and provide extensive and accurate reporting and awareness.

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