Creating a One-stop Service Shop Yields Significant Business Benefits

Location: Netherlands

Industry: Construction

Website:
- www.hochtief.com
- www.volkerwessels.com
- www.boskalis.com

Solutions: Ivanti Identity Director

Benefits:
- HR saves a full day a week on the registration and deregistration of employees
- 43% reduction of hours spend on Network management
- 70% reduction of hours spend on Workspace management
- Preserving Regulatory Compliance
- Reduced license spend
- Fantastic IT experience for employees

SAAone is a consortium of multiple subcontracting construction companies, including Germany's largest construction company, Hochtief, along with two of Netherland's top five—VolkerWessels and Boskalis. Together with partners, they will plan, finance, and build one of the largest highway projects of the last decade in the Netherlands, which will operate for 25 years. This very structure composes unique challenges for SAAone's IT department.

IT maintains a unique virtual Citrix environment used by about 400 people, but those people work for many different companies—each with its own system configuration—which in turn has led to employees using different devices with many different setups. IT quickly recognized that its management solution would require a virtualized environment that could be maintained independently of employee devices. SAAone established a virtual Citrix environment in 2013 as the first step towards standardization for all users.

"We work with many people hired on a project basis, which led to two key recognitions," said Albert de Vreese, Project Director of SAAone. "First, we have a very high turnover in the workforce. Often people work for us for only a couple of months, so it's imperative they have the tools they need to get work done from the first moment. And, when they leave the company, the system-access rights they were granted likewise need to be revoked right away. So bottom line: we were spending a lot of our time on repetitive tasks such as onboarding and offboarding."

"But the second recognition," de Vreese continued, "was that while our workforce was divided among many different subcontractors, we could still group together core work functions, such as onboarding, and provide a solution to those functions that would be common to all

workers once we had established a proper virtualized environment. This realization would lead us to a true, advanced technology solution to our challenges."

The Solution: Ivanti® Identity Director

As John Kools, SAAone's IT Manager, examined the overall IT project, one thing was clear—the key lay-in using software to automate the repetitive actions within the overall collection of business processes. Kools and his team compared many software products, including Tools4ever and the Service Manager from Microsoft.

"Our philosophy at SAAone is: ordered today, delivered tomorrow. This is something we also want to see in the applications we use," Kools said. "And we very quickly found that the only product that provided exactly what we needed was Ivanti Identity Director. It was the easiest to implement in relation to the other components of our systems, such as Citrix, VMware, Microsoft and—in particular—Cisco."

The Immediate Advantages of Ivanti Identity Director

The solution performs effortlessly. SAAone's employees are now productive almost immediately, with the granting and revoking of rights now automated with Ivanti Identity Director based on defined project roles. This role-based automation is possible thanks to a link with the HR system, where all the necessary information was already available.

"Ivanti Identity Director allows us to onboard and offboard employees with the single press of a button," said De Vreese. "There are also numerous minor tasks we would normally have performed manually—like uploading staff photos to the intranet, changing passwords, or requesting software—that are now automated by Ivanti Identity Director. Our HR department saves a full day a week on the registration and deregistration of employees. And that adds up to very big savings for our company over the course of a year."

Getting More from the Service Store with Self-service Automation

With Ivanti Identity Director software implemented, SAAone discovered the benefits of this solution had only begun to be realized. Integrating the Ivanti solution with Oracle, Microsoft, Topdesk, Citrix, VMware, and other technologies has created a steady stream of IT services that can be added to Ivanti Identity Director and automated, bringing to life the concept of a "one-stop shop" for everything IT, with requests that include:

- Requesting IT tools
- Software license requests
- Obtaining access to SharePoint
- Requesting a larger mailbox
- Ordering manuals
- Changing passwords

"We've really just started," said De Vreese. "We realize we can get much more out of Ivanti Identity Director. We began with about 30 applications in Ivanti Identity Director and, so far, have increased to more than 200 apps and services. We're adding two to three new services a week on average, and the ones we're adding are based on priorities defined for us by the business. This has elevated our standing as a strategic partner to the business."

De Vreese added, "Soon, we will also offer health and safety-related services through Ivanti Identity Director. If one of our workers experiences back pain caused by the discomfort of an incorrectly adjusted chair, for example, they'll soon be able to request relief via Ivanti Identity Director. That request wasn't something we would have thought of immediately as it's not IT related. But the business saw the need for it and took advantage of our ability to enable such a service."

Other Ivanti Identity Director Benefits

Preserving Regulatory Compliance: "Regulatory compliance in our industry is 'do or die,' said John Kools. "But maintaining compliance can lead to very cumbersome

and costly processes. We wanted a proper balance between compliance and efficiency, and we succeeded," he said. "Ivanti Identity Director keeps track of the audit trail automatically, so we are fully compliant and we can easily demonstrate that compliance. This alone saves us a lot of work. Our audits have been reduced from a four- to five-week process to just two weeks."

Improved Software Asset Management: "With Ivanti Identity Director, our software license costs have decreased," said De Vreese. "This is basically due to greater control and visibility. At first, everyone was given the same applications because it was too difficult and costly to constantly track who needed what, and who had which rights. Now, software is provided based on job roles—as identified by HR. If someone needs software that isn't part of the standard package for a given role, they can make an exception request. But that is first checked by the worker's supervisor to confirm the need. This creates more awareness of the costs and results in much more targeted use of the applications."

Automated Return of Services and Software: And the benefits don't stop there. Not only are the correct applications provided to employees automatically when they first enter the company, they are also returned automatically when employees leave the company. As a result, SAAone no longer wastes license fees, saving substantial money. And the same automated-return capability can be applied to any IT service delivered through Ivanti Identity Director, as part of the solution's automated offboarding capability.

SAAone Achieves "IT as a Business"

"Service provision is the basic role of IT," said Kools. "I am most proud of the fact that you hardly ever see us [IT] in the SAAone project, because all of the IT resources we're providing are working without our intervention. Self-service plays a major role in this. If a person in a certain position says he or she needs specific software, then who am I to say he or she does not? My task is to deliver enablement to the business without delay. And with Ivanti Identity Director, I'm able to do that."

Kools added, "IT must be invisible, while at the same time being a vital part of the enterprise. It's about making sure that everyone within the organization is able to perform his or her job. If the IT fails, the company halts."

Today, SAAone is very satisfied with the benefits it has achieved from Ivanti Identity Director. Says Albert De Vreese, "we process hundreds of requests per month with the Ivanti solution and we have never received any complaints. It saves us significant FTE time. And we only pay for the software licenses that are actually being used. I will absolutely use Ivanti Identity Director for a next project."

Likewise, John Kools is an Ivanti Identity Director believer. "I carry a briefcase with me, which contains all kinds of documents, applications, and configurations which I know work well. This includes Ivanti Identity Director, which I will certainly take with me to new customers. Before, we needed 3.5 FTEs for network management, while now we only need two FTEs. And from two FTEs for workplace management, we went to 0.6 FTE."

"It's the reactions of our end users that speak loudest," Kools said. "Employees who leave our projects tell us they found their IT experience to be fantastic, improving their ability to collaborate. At their parent organizations, such a level of self-service does not exist, and leaving our projects required them to take a step back. And this makes me especially happy for what we have achieved at SAAone."

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