Case Study

New service portal improves user experience and support quality.

The Cristal Union cooperative has modernized its IT service processes with Matrix42 and IT-tude by Infodis and can better support users in their everyday work.

iTtude
by Infodis

MATRIX42

CRISTAL_UNION

About Cristal Union

The cooperatively organized Cristal Union Group specializes in the cultivation of sugar beet and related industries. Today, the cooperative is one of the largest producers of sugar, alcohol and biofuels in Europe. Cristal Union is located in the northern half of France and operates 13 French production sites. The cooperative has around 9,000 members, employs 2,000 people and works with 2,500 customers in 100 countries.

Numerous employees and endpoints

To pave the way for innovation and meet new challenges, Cristal Union decided to modernize its IT services. The cooperative's IT department has 45 employees and manages approximately 3,300 devices, 2,000 identities and 50 applications. José Andrada, IT Service Center Manager at Cristal Union, explains: „Our IT teams work together, but also with the business units to resolve incidents and technical or business issues."

Modernizing and evolving tools

The innovation process presented the IT department with a number of challenges. The most important task was to improve the quality of support, as the user experience was not yet satisfactory. At the same time, Cristal Union wanted to adopt innovations and deploy solutions for mobility, self-service and external partners. Finally, the modernization of IT services was also about increasing performance, industrializing the fight against cybercrime and managing the IT park more reliably.

The solution

Cristal Union tackled the challenges from 2021 hand in hand with the integrator IT-tude by Infodis and the manufacturer Matrix42. IT-tude by Infodis supports numerous companies in the areas of ESM, ITSM and ITAM. With its platform, Matrix42 offers solutions for digital workspace management and helps companies to simplify the management of their digital work environments.

The first phase of the project focused on portal, incident management, request management and change management. User and stakeholder training began in April 2023. The live launch took place on April 17, 2023.

José Andrada explains: „It was quite complicated to integrate all the elements at the same time. That's why we needed more time to complete the project. We regret that we didn't implement each element in an agile iteration.

Simplified requests

With the new IT system, Cristal Union can view the tickets issued more easily, perform precise searches faster, and filter the results. José Andrada explains: „Currently, almost 40 percent of the tickets are handled through this portal. Fewer and fewer requests are being made by email or phone, which is in line with people's changing lifestyles. This gives us valuable time to resolve incidents, some of which can be easily solved without involving higher-level support teams. Of course, in the long run, it would be ideal if we could eliminate email altogether, keep the phone for emergencies, and use the portal for all other incidents. But we're not there yet."

After the successful completion of the project with IT-tude by Infodis and Matrix42, Cristal Union now wants to bring other resources up to date. IT asset management is already underway, and the knowledge database and problem management will soon be evolved.

Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and secure the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloudbased workspace environments seamlessly into existing infrastructures.

www.matrix42.com

IT-tude by Infodis supports CIOs of medium-sized and large organizations in their digital transformation. IT-tude by Infodis is a consulting and integration company specializing in IT Service Management, Enterprise Service Management and IT Asset Management solutions. With strategic partnerships with the market's leading ITSM and ITAM publishers (BMC Software, Matrix42, Easyvista, etc.), we offer solutions tailored to the specific needs of organizations, with unique know-how enabling us to deliver end-to-end services.

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