

# Transat

## Biomni case study

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*Improving customer experience and streamlining IT processes.*

Transat A.T. Inc. is an integrated international tour operator with more than 60 destination countries and that distributes products in over 50 countries. A holiday travel specialist, Transat operates mainly in Canada and Europe, as well as in the Caribbean, Mexico and the Mediterranean Basin. Montreal-based Transat is also active in air transportation, accommodation, destination services and distribution. (TSX: TRZ.B, TRZ.A)



## The challenge

The Transat North American IT organization provides centralized, bi-lingual management and support for a 5,500 strong North American workforce. As an IT organization looking to align itself more closely with the needs and objectives of the business, the team recognized that providing a consistent level of service and customer experience across this entire user community would be a high-value win.

Having already established an IT back office architecture, based mainly on the Symantec™ EndPoint Management platform (formerly Altiris), the Transat project team knew that their next challenge was to replace the existing in-house e-form system. This system acted as the IT 'storefront' for the user community; however it no longer met the needs of the organization and required extensive manual intervention daily.

Looking to leverage the existing Symantec EndPoint Management investment and build on the platform's capabilities, the team identified five key areas in which the new solution needed to deliver significant improvements:

- A single 'front office' to IT where users could find and understand the services that were relevant to their own job roles and departments
- The ability to raise and track Service Requests
- Native language support and bi-lingual content throughout the user interface
- Bi-directional integration with existing back office systems
- Automation of repeatable, time-consuming manual tasks to relieve the IT Helpdesk

## The solution

The Transat team chose the Biomni™ Front Office solution for Symantec™ to provide a CMDB and Help Desk integrated Service Catalog for some 5,500 users in both French and English. The solution allows IT to create and publish service offerings to the business within the Service Catalog, and continually manage changes through version control. It also provides point-and-click configuration for the way services are requested, approved and fulfilled, with maximum automation and minimum human involvement.

For business users, the solution provides a single point of contact for viewing and requesting new services. Completed request forms are automatically forwarded to appropriate approvers based on request type, value and related attributes referenced from the CMDB on submission (e.g. application owners).

Symantec™ Workflow Solution was selected as the request fulfillment process management tool and following the development and configuration of the requisite processes, all Front Office initiated requests were orchestrated and automated through their fulfillment lifecycle.

Help desk tickets are created, updated and closed and business users are kept up to date with the latest status.

Working to an extremely tight schedule, Biomni delivered an integrated Proof of Concept within just 5 days. For go live, the custom Symantec Workflow Solution processes were progressively built and tested with Biomni's assistance over the following weeks.

## The Benefits

The solution went live with 40 services covering frequent user request types such as new starters, leavers, hardware, and business application access. The first five months of usage has seen over 10,000 requests raised.

Benefits include:

- Request processing times reduced through increased approval and fulfillment automation
- Users have a better understanding of their relevant IT services and can now easily self-serve IT services from the Service Catalog
- A reduction in follow up/chase calls to IT as users know what to expect from IT and are kept up to date with progress
- Greater control of access to IT resources enforced via approval routing rules