



InvGate  
Service Management

&



GRUPO CEPAS <sup>INTL</sup>



Case Study

Beverages

# How Grupo Cepas increased the adoption of the service desk and Improved user experience with InvGate Service Management



70  
Agents



1000  
Employees

# Figures achieved with InvGate

**800**

tickets solved  
per month

**600**

Nodes

**29**

processes reflected  
in workflows

## Challenges

- ✓ Grupo Cepas had a ticketing tool, but it was not use in service of end users.
- ✓ The different sectors had several processes that were done manually, creating a bottleneck effect when there were delays.
- ✓ There were no request prioritization standards.

## Objectives

- ✓ Incorporate a service desk tool that is easily customizable for the end user.
- ✓ Formalize and manage processes that were done through forms that had to be completed in writing and circulated on paper.
- ✓ Organize and manage the requirements of support users.

## Actions

- ✓ Implementation of InvGate Service Management in SaaS mode.
- ✓ Configuration and launch to production in less than a month.

## Results

- ✓ Rapid user adoption.
- ✓ Formalization of requirements management processes.
- ✓ User self-service.
- ✓ Establishment of a priority system to correctly meet each requirement.
- ✓ Automation of processes.
- ✓ Increased resolution speed for processes and requests.

Interview

**Pablo Godoy**

Head of Technology

## **What made you choose InvGate Service Management over other vendors and products?**

We evaluated various tools that were presented as very robust, they seemed very impressive in the back-end, but the front end wasn't very user-friendly for Cepas's user base to adapt to.

InvGate Service Management allowed us to combine these two elements, an impressive tool in the back end providing us with solid data and metrics to evaluate performance, while also being attractive and easy to use for users in the front end.

## **How did InvGate help you solve your IT problems?**

We needed to have a tool that end users could adopt, and with which they could load their requirements. The IT area had a ticket control tool, but the truth is that it did not apply to the need to end-user requests, that is, Grupo Cepas employees. We used it to manage IT requirements, when in reality the largest volume of requirements always came from the needs of the end user.

## **How was the implementation of InvGate?**

In order to familiarize the end user with the tool, we renamed it CAS, Centro de Atención de Servicio (Service Attention Center), and created our own URL with this name. In order to facilitate access by those who would

upload the tickets to the tool, we opted to establish an automatic login process. Implementing Single Sign On was very important to launch.

As soon as we brought CAS online, the user immediately learned how to upload an incident, how to find a solution in the knowledge base. It brought us quite a few benefits.

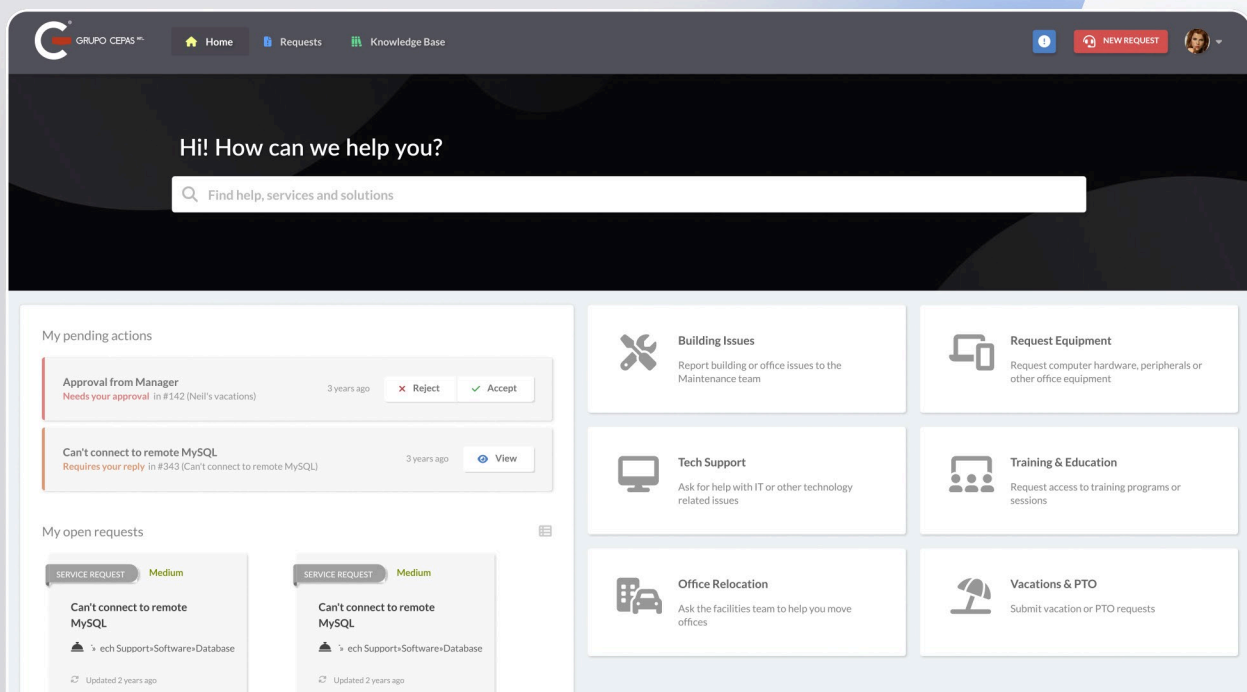
## What changes did you notice with InvGate Service Management?

Many areas of the company, based on their experience as end users, saw the potential benefit of implementing this tool in their areas and began to adopt it to manage their own requirements and translate their

processes. Almost all of the processes we identified were on paper, bringing them to the tool was extremely valuable.

In the Human Resources area, the Workflows functionality solved and simplified the process to fill a position required by any area of the company. A process is triggered to complete a form, carrying out a circuit of approvals by the direct manager, then the finance manager, and so on. When it ends, it reaches a Human Capital person who is in charge of conducting the search.

For this process, the forms were passed from desk to desk through the different plants of the company. Service Management automated and simplified it and even improved response times through SLA management.



## Did choosing InvGate help improve your organization's ITSM maturity?

Service Management is a pillar for the communication and support of the requirements of the members of Cepas. So much so that currently the tool is presented in the induction of new employees, introduced to service any need that the new employee may have. Other areas that incorporated the tool are:

**The Accounting Administration area:** where the opening and closing of capital projects and the registration of a basic fixed asset are managed through the Service Management. Any asset that must be activated also has a small tool activation workflow.

**Rules and Procedures** with the management of approvals and dismissals, which are channeled through the Service Management.

**The Commercial Area:** It is used to report claims and to approve, dismiss and modify client agreements through a Service Management form.

## What are your next steps with InvGate Service Management?

For the future we plan to continue expanding the scope of Service Management. Now we're seeing whether to incorporate the product in our quality management process. The idea is to replace processes or paper signatures.



"Service Management is a pillar for communication and support to the requirements of Cepas members."

Pablo Godoy  
Head of Technology

Recognized by the best in the industry

