

2014 Awards of Excellence Honorable Mention



Service and Portfolio Management

Nicolas Coulombe, Desjardins Group

HP Software and Services help eliminate IT silos, support corporate growth strategy

Service and Portfolio Management

HP Software Professional Services

High-level overview: Using HP, Desjardins Group has realized the following benefits:

- Eliminated silos of 10+ IT organizations to follow coordinated, standardized processes
- Increased IT services with existing resources
- Increased quality and compliance, reduced risk
- Provided visibility to senior management and self-service portal for a variety of requests
- Reduced yearly incidents by more than 30%
- Standardized, automated IT processes such as incident, problem, service request, and end-to-end change and configuration management
- ITIL-based process workflows ensure secure, efficient service operations and delivery

Company: Desjardins is the largest cooperative financial group in Canada.

Contact: Nicolas Coulombe is Vice President of IT Operations.

Business goals: Desjardins aimed to enhance its ability to support corporate growth, integrate acquired companies, deliver exceptional financial products and services to customers, compete effectively in the highly demanding financial industry, reduce risk, and simplify compliance. IT goals were to improve service, increase agility, normalize processes, introduce best practices, and successfully complete a complex upgrade to the latest version of HP Service Manager.

HP Software products implemented:

HP Service Manager 9.3. Desjardins collaborated daily with the HP Software Professional Services team on all aspects of the transformation, including best-practice governance following ITIL standards and migration of the custom environment of HP Service Manager 7.11 to 9.3. The company receives three levels of HP support and has adopted the HP team as expert virtual Desjardins staff.

Benefits: Desjardins successfully transformed into a centralized and normalized company operating under world-class best-practice processes. The company unified 10+ IT organizations, consolidated and centralized IT resources, reduced yearly incidents by more than 30 percent, normalized its business and IT processes, strengthened its competitiveness and profitability, and reduced risk.



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