



consulting

CASE STUDY

GLOBAL MANUFACTURER SEEKS ITSM IMPLEMENTATION PARTNER

A century-old international manufacturer of hydrotherapy products with five plants and customers in 100 countries needed help implementing an IT Service Management (ITSM) solution using Jira Service Management (JSM) Cloud to fuel growth and efficiency.

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THE CHALLENGE:

Limited internal knowledge on implementing new help desk services using JSM Cloud jeopardized ROI and efficiency

To take the next step in its growth, this manufacturer required a more robust help desk solution to handle service and change requests, and to track and manage IT-related incidents and problems. After licensing an ITSM solution using JSM Cloud, the organization's IT team quickly became aware of the intricacies and challenges of standing up the solution. They also lacked the knowledge required to build a customized approval process that conformed to their in-house operational needs.



THE SOLUTION:

A trusted partner to lead implementation and project management

The Judge Consulting BPO team assumed the lead implementation role in configuring JSM Cloud. This implementation required a deep dive into the organization's specific approval processes and workflows to build out a JSM-based approval workflow tailored to these needs. The Judge team also built the organization's process for ITSM-based service requests, incidents, problems, and change requests, including both customer- and agent-facing workflows and screens. Working with the organization's internal teams, Judge helped set up Confluence to serve request-specific self-help documentation designed to reduce the need and occurrence of user-generated tickets.



THE RESULT:

Meeting the deadline and building a team for long-term consistency

Working side-by-side with the Judge team, the organization's internal IT team gained the training and knowledge needed to manage their JSM Cloud solution moving forward. Implementing a new Opsgenie, part of JSM Cloud, guaranteed that critical alerts were delivered to on-the-clock personnel to ensure timely resolution. Additionally, the new self-help option reduced operational downtime and costs by decreasing the number of unnecessary user-generated tickets through the ITSM service management system.