

>> Axiom Oy

Get Rid of your Helpdesk?



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Customer profile

Axiom is a start-up company with a unique business idea for ICT management self service. The basic ideology and technology behind the solution has been developed already for 5 years in a corporate environment. The actual application was launched in 2007. Axiom's headquarters resides in Noormarkku, Finland.



Initial situation

The Finnish start-up company Axiom has introduced a self-service concept for IT support. Axiom interviewed the users, got the ideas and built the self-service concept of an IT service management solution. In cooperation with MATERNA they developed a process framework offered to IT organisations. Target customers are IT providers as well as medium sized and big companies that need their own IT service management. The tool, Self Service Production (SSP), is a self-service solution to administrate all ICT assets within a whole organisation. With SSP, end-user can start, control and follow-up standard processes, such as license orders. It also acts as a tool offering online reports about processes and assets making management decisions more efficiently. SSP defines software and hardware policies, administers IT assets including licences. It also notices the lifecycle of employment so that, for example, devices can be used elsewhere in cases of maternity leave.

Axiom has chosen the market leader, Remedy ITSM 7.0 from BMC Software, to work as the solution engine as Remedy ITSM is a perfect and efficient tool for professionals. Actual workflow automation is handled by BMC Remedy ITSM 7.0 and follows the ITIL® framework. This is mostly automated and not even visible

to end users. The traditional way of manually creating a ticket to support workforce is now replaced by an efficient, self-guiding direct interface to real professionals – in most cases, first level service is now automated.

Implementation

MATERNA Finland has been working in developing Axiom's business model and helping to build the business consultation part of Axiom's solution. MATERNA built the process consultation package for Axiom to start with – to gather the information and help the customer efficiently define and decide the way to go. As a result of process consultation, customers will have documented, concrete status information and defined development issues for workstations and asset management needs. MATERNA was a valuable partner both in process and system consultation.

Maarit Jokela, IT service manager at HOAS, has been one of the first people to use the process framework. HOAS is the foundation for student housing in the Helsinki region, housing 16,000 tenants. "We were in a situation where change and development requests were flooding all over. Our organisations time, on the other hand, was filled with operational

and supportive tasks. There was no way we could get a grip of that." Axiom came to help with an organised approach. "After running the first couple of workshops, we saw that this actually is the only way to get a proper grip. Now we have a documented environment and are ready to move on, towards user self service."

Advantages

- Information and communication technology management from operations to development
- Easy to use user interface
- Built-in business processes
- Current status and management information visible at all times
- Can be used by everyone in an organisation