

>> GN IT

# Global Remedy Helpdesk Solution in 5 Weeks



## GN IT

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## Customer profile

GN has been helping people connect since 1869. Initially as a telegraph company and now as a manufacturer of headsets, hearing instruments and audiologic diagnostics equipment providing users with increased mobility, efficiency and quality of life. GN products are marketed globally. GN markets its headsets for the contact centre and office (CC&O) markets under the GN Netcom brand, and headsets for cell phones under the Jabra brand. GN hearing aids are sold under the ReSound, Beltone and INTERTON brands. GN Otometrics is GN's main brand for audiologic diagnostics equipment. GN's manufacturing mainly takes place in China, and North America is the largest single market. China is GN's largest country of operation, ahead of North America. GN is listed on the Copenhagen Stock Exchange and is a part of the OMXC20-index. GN has about 40,000 registered shareholders, who own approximately 70% of the share capital in aggregate. Foreign investors hold around 20-30% of the shares in the company.

## Initial situation

GN has been growing a lot over the past few years through acquisitions and organic growth in all its business areas. IT has traditionally been running as a decentralised function within each of the companies. In the summer of 2005, IT was created as a corporate function. The new IT function urgently needed a service desk solution to help boosting visibility and reliability, and to get IT people working together across many locations with the same processes.

## Implementation

The solution was to set up a centrally managed BMC Remedy IT service management based service desk that could be used from all over the world including China. Located in Denmark, it integrated to four different Microsoft Active Directories and hosted several email accounts for collecting and sorting incoming emails from the countries. The ITIL® Framework was used as a guideline for implementing the incident processes as well as the newly added IT procurement process implementation, based on Remedy ITSM Asset Management.

GN was, with MATERNA Denmark's help, able to install BMC Remedy ITSM Help Desk and train its approximately 150 IT employees world wide in using the product within 35 days – over Christmas.

## Advantages

- Single point of contact to GN Service Desk for all users world wide
- Three communication channels for the end-users: email, web and phone
- Centrally managed solution with user information aggregated from four different sources
- A solid foundation for the continued ITIL process implementation (SLA, Asset Management, Change Management and IT procurement)