



## Customer Success Story Médecins Sans Frontières (Doctors Without Borders)



### The Business Challenge

During 2013, Functional Architect Luc Wijns decided that an IT service management solution was needed to effectively structure Médecins Sans Frontières' service desk's workload.

"At this time, we were email based, which gave us problems," says Luc. "Things got lost. We forgot things. We had duplicate requests. We were getting more and more delayed in providing solutions and solving issues. This was a very bad situation, so we needed improved processes and a system to support our activities because it just wasn't feasible to carry on like this anymore."

As a humanitarian organisation with limited budget and limited staff, Luc and his Information Systems service desk team of 4 individuals (plus 1 infrastructure specialist, 2 network administrators and 4 general helpdesk staff) were faced with supporting more than 100 solutions and customers who were implementing their own IT and wanting the service desk to support it.



## Industry

- Humanitarian organisation

## Geography

- World Wide

## Previous Solution

- Email / Excel®

## Quick Wins

- Reduce 260 Change Requests to 140 within 6 months
- Automatic assigning of Incidents and Change Requests, alleviating admin time
- Solve issues, sometimes in minutes, thanks to the Knowledge Base functionality
- Drive continuous service improvements in real-time

## About Forward IT B.V.

Forward IT B.V. is a Cherwell Preferred Partner™ in the Benelux region. Working in the Helpdesk and Service Management industry for more than 16 years, Forward IT has a 100% focus on the delivery of total solutions for Service Management for both internal and external (IT) support. Because of its experience, Forward IT consultants are well respected partners for a wide variety of projects.



**FORWARD IT**  
PARTNER IN SERVICE MANAGEMENT

## The Solution

Luc started to do some online research to find out about potential suppliers and tools. He created a shortlist list and then distributed a short RFI, followed by a RFP. The requirements list included the following:

1. Allocation of IT equipment. Médecins Sans Frontières (MSF) is a dynamic organisation. Many of the staff working in the organisation's HQ leave to work in the field and vice versa so there is a high level of change in the assignment of hardware.
2. Asset management. MSF has a number of different 'kits' – and customised kits – its staff take into the field depending on the disaster, number of victims, etc. Kits may contain medical but also IT equipment, including a server, 4/5 laptops, etc., so the field team can simply open the kit and start working immediately. This includes the ability to capture data for medical purposes, order supplies from the main logistics base and manage HR and Finance administrative needs.
3. Automatic assignment. If an email is received, the service desk wanted a solution that would capture the email and automatically generate an Incident or Change Request.
4. Reduced admin time. The service desk team wanted a simpler and more efficient way to work with minimum administrative time required so it could concentrate primarily on solution delivery.
5. Autonomy. The team wanted a solution that provided as much autonomy as possible so it would not need to call on the help of consultants for every little thing it needed.

Cherwell Preferred Partner™ Forward IT responded to MSF's RFI and RFP, and presented a "quite impressive" demonstration of Cherwell Service Management®.

"What's interesting to note is that when we created our top 3 list, it included an open source system with, of course, no licencing costs," says Luc. "However, we found out from a cost perspective that Cherwell was the most interesting because the open source solution required a lot of consulting services to configure the software the way we needed it. This was not needed with Cherwell Service Management as its codeless platform enables us to make changes ourselves."

## The Results

"When we went live on 1st January 2014, our Information Systems service desk team had 260 change requests in the backlog," says Luc. "6 months later, this had been reduced by 46%. The system is helping us to be better at our job. It's impressive"

Luc also mentions that his team is now able to more quickly handle new requests and they are able to solve problems much more quickly, sometimes in minutes, thanks to using and managing the Knowledge Base functionality.

"Cherwell is allowing us to create structure in the chaos," says Luc. "We are now more efficient. Things are accomplished much quicker now. We're not losing any Incidents or Requests. We are continually discovering possibilities to improve our services. We have discovered a few things we couldn't have even imagined 6 months ago. We are seeing more and more opportunities."



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SERVICE MANAGEMENT PLATFORM™

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## Cherwell Service Management Benefits

- Leverage Your Resources with the Industry's Best IT Self-Service Portal
- Manage Your IT Investment with Powerful Business Intelligence Dashboards
- Adapt Quickly Using Truly Codeless Configuration
- Access Anytime, Anywhere via Mobile Browser, Native Android™ App & Native iOS® App
- Automate Your Business Processes with Cherwell One-Step™ Actions