



A DISTRIBUTOR IN THE AGE OF AGILE HAS TO BE NIMBLE AND ENTERPRISE-CLASS



Using email for requests was doable, but a huge waste of time and awful for quality of service.

— George Kousisis,
Sales Director
LeanIT LTD.

LEAN·IT NEEDED A BETTER WAY TO DEAL WITH CUSTOMER REQUESTS & CONTRACTS

The Enterprise Software market is both highly competitive and fast changing, which means that an outfit like LeanIT has to be agile, offer enterprise-class quality, and provide superior service to partners and their customers.

The company chose Micro Focus SMAX to handle vendor and customer requests, as well as contract and project management.

They estimate that they slashed email traffic and "noise" by more than half, and can now respond quicker to requests, while offering much improved visibility and accountability to partners and vendors.

THE SOLUTION IN A NUTSHELL

— **Micro Focus SMAX Platform:** In the case of LeanIT, it offers a centralized place to track and manage all requests from partners and vendors, a dashboard to monitor contracts and projects, and the flexibility to deal with spikes in demand and workload.

— **Provided by Performance Technologies:** As Mr.Kousisis puts it "Performance is not just a leader in SM solutions, but also uses SMAX for it's own operations, so they where our first choice"

— **On Microsoft Azure:** LeanIT uses Office365 and Azure for daily operations, and for offering training and support services, so when the time came to deploy SMAX the choice was clear.



LeanIT is a specialized Value Added Distributor operating in Greece and Cyprus.

"LeanIT cooperates closely with leading software vendors to provide partners a range of value added services including technical pre-sales, implementation assistance and post-sales support."

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The Challenge: Improve service, empower people, and focus management — simply and efficiently.

LeanIT—as their name implies—focuses on staying slim and agile, while being highly responsive, and offering specialized value added services to integrators, VARs, and other partners in the Greek and Cypriot markets.

As a consequence they have a geographically disperse, frequently "on-the-road" workforce and a high impact (and high cost per day) network of partner engineers and training specialists that needs to be coordinated.

Using e-mail and ad-hoc software for such purposes was problematic from the beginning, and was causing serious coordination issues within the company and it's partners, frequent complaints from customers, and vendors.

It also proved practically impossible for leadership to be on top of priorities and, hence, focus energy and resources on the tasks and projects that where the most urgent and would bring the highest impact.

Solution: ESM using Micro Focus SMAX, done right by Performance Technologies, on Microsoft Azure.

THE MAIN COMPONENTS

LeanIT decided to go with a service management approach and chose **Micro Focus SMAX** because of it's flexibility, modern UI, and easy to configure "out-of-the-box" services.

Implementation, as well as design and deployment of a couple dozen specific services was carried out by Performance Technologies.

Finally, the software was deployed on Microsoft Azure, in order to offer efficient, robust, and always accessible services for partners and employees.

MAJOR BENEFITS

- Allow partners, customers and vendors to easily submit and monitor requests.
- Help employees and external associates to track, prioritize, and manage internal workflow and external requests.
- Offer management the ability to focus energy and resources on most urgent and impactful tasks and projects.



It was difficult to believe, in the beginning, that such a seemingly simple solution would transform our day to day work in such a profound way. I would say that the most important benefit is how much better our work-days and relations with colleagues and partners have become

— Marina Meli,
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LEARN MORE

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