Service Sheeft

IT Service Management tool
CASE STUDY
Valamar Riviera d.d.

VALAMAR
All you can holiday
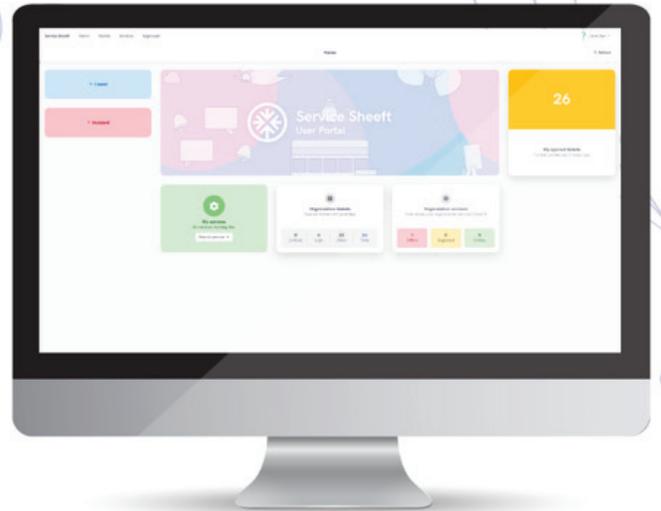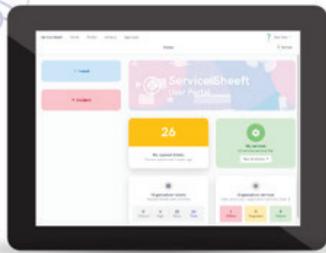
About Valamar Riviera d.d.

Valamar Riviera d.d. is a leading Croatian tourism group providing excellent service and innovative products for over six decades in their attractive destinations along the Adriatic - in Istria, on the islands of Krk and Rab and in Dubrovnik.Â During the main season, the number of employees grows up to 6,600, and in one day Valamar offers its services for approximately 57,000 guest.

Valamar IT sector with 30 IT employees provides IT services and resolves IT incidents, service requests, changes and problems in all Valamar destinations.

Business opportunity

Before the project Valamar IT had a simple but effective in-house developed HelpDesk tool. By using this simple tool, there were identified some additional needs:

→ Tracking history of ticket activities
→ More advanced reporting and vertical communication
→ Tool that supports, a full set of key ITIL processes

![Valamar - All you can holiday]

Project benefits with the implementation of Span Service Sheeft for Valamar Riviera d.d.:

Organizational perspective	IT perspective	End user perspective

Organizational perspective

- → Better alignment of IT with business needs and processes
- → ITIL aligned processes supported by the tool and implemented with the help of Span consultants
- → Increased awareness among Management about IT relevance
  - • Common sense best practices
  - • Quality improvement through supported processes
  - • Performance improvement

IT perspective

- → Development and continual improvement of Service Portfolio related to infrastructure and business support services, configuration items and employees
- → IT Visibility within company immediately elevated:
  - • Reduced time to resolve and repair
  - • Vertical transparency through periodic, on demand and interactive reporting
- → Gathering guidelines from Service Sheeft reports for better IT resource management

End user perspective

- → Inclusion of end users through application, customer portal and notifications
- → Timely and transparent communication with IT

Project deliverables

- → Professional Service management consulting
- → Business teams workshops
- → Service catalog development
- → Service Sheeft implementation
- → Integration with internal tools
- → Custom interactive reporting
- → User education
- → User/Admin manuals
- → Documented key process operating procedures

Support after implementation

- → Continuous deployment of new releases
- → Bug fixing
- → Workflow configuration
- → Custom solutions in accordance with the product (field configuration, etc.)
- → Proactive consulting
- → Other activities defined in mutual agreement

> "Span as an ITSM tool vendor has experience and accumulated know-how in ITSM and IT infrastructure integration. Valamar has recognized Span as a long term partner, both in service delivery and consulting. Service Sheeft Implementation project, with all its processes and features, has lived up to high expectations, adding another dimension to our business relation."

Vlastimir Ivančić   Director of the IT and user support sector, Valamar Riviera d.d.

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