

Liquigas

Liquigas selects FrontRange IT Service Management

CUSTOMER PROFILE

LIQUIGAS

Industry

Energy

Products

- ITSM Incident
- ITSM Knowledge Management
- ITSM Self Service

Challenge

Simplify the management of in-bound calls and reduce call resolution times

Business Benefits Realized w/ IT Service Management

- Reduced call resolution time, particularly for Priority One issues
- Extended the capability of the support to a 24x7x365 model with Self Service

Summary

Since 1936 the “black bottle” was the traditional Italian home energy source. Today Liquigas is the leading Italian distribution of GPL (liquified petroleum gas). With more than 70 years experience in Italy, Liquigas is the first choice for anyone desiring clean energy, accuracy in service and cutting-edge products. A universal product needed to heat and to cook, Liquigas is there, with a variety of solutions aimed to support the customer.

The Challenge

The IT Division of Liquigas, composed of sixteen groups, is responsible for the management, maintenance and support of the IT structure of the company. The help desk, a 24/7 organization, receives approximately 13,000 calls per year from any of the 900 customers in the 50 operating branches throughout the territory. The requirement was to simplify the management of the in-bound calls and to reduce call resolution times.

The Solution

After an analysis of the market conducted with the support of InfoAdv, a software and solution consulting firm, Liquigas chose FrontRange Solutions ITSM, implementing the Incident Management, Knowledge Management and Self Service modules.

The Result

Thanks to FrontRange ITSM the IT Division of Liquigas has optimized the resolution of priority one incidents concludes within minutes and with just one call. From microcomputer science to administration

of software to relative issues around phone and internet, the Help Desk answers the requirement, problem or breakdown.

With the creation of a knowledge base, a repository of resolved issues was developed (to date about 25,000 items). Now each caller enters a few keywords and the system automatically identifies the issue and returns possible solutions to the problem.

“Thanks to the support of InfoAdv, the reseller of FrontRange Solutions, and to the validity of the proposed solution, we have realized a fast and painless implementation for our unit without experiencing downtime in the service of the help desk”

Riccardo Salierno
IT manager at Liquigas

Conclusion

“In short we will implement Self Service to answer calls, via email, 24 hours a day, 7 days a week”, Riccardo Salierno has said, IT manager at Liquigas. “Thanks to the support of InfoAdv, the reseller of FrontRange Solutions, and to the validity of the proposed solution, we have realized a fast and painless implementation for our unit without experiencing downtime in the service of the help desk”.

InfoADV

InfoADV is a consultant providing specialized solutions for Service Management. Founded in 2000 by Giovanni Fracasso and Luca DiLeo, after ten years of experience in the field of Help Desk and Customer Care, InfoADV has quickly become a leader in providing solutions and expertise.

About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-size firms and distributed enterprises rely on every day to build great customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards-based approach to simplify core business processes, including: IT service management; customer relationship and sales force management; and PC lifecycle management. More than 150,000 of the world's best-known brands use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information, call 800.776.7889 or visit www.frontrange.com