

Belnet Relies on CTG for the Implementation of IT Service Management in Their Internal Organization

Our Client

Belnet is a federal government organization, established in 1993, and belongs to the Federal Science Policy and provides high-bandwidth internet connection and services to Belgian universities, colleges, schools, research centres, and government departments.

Belnet has more than 70 employees and delivers exclusive services to about 200 institutions that represent more than 700,000 end users. Thanks to its expertise, its unique market position and its economies of scale, Belnet accelerates the growth of the knowledge and information society in Belgium. Belnet is also responsible for BNIX, the Belgian internet exchange platform that enables high-speed data exchange between internet service providers and internet content providers in Belgium.

Challenges and Objectives

Belnet hired extra staff in order to manage the increasing activities and services offered by them, resulting in an increased number of functions and roles of Belnet employees as well. This required significant changes in the organization and commitment of formal processes and resources. Belnet started with an initial analysis that led to the implementation of the most common ITIL processes, from Service Design to Service Operation, as well as the Service Desk function. As part of the request, Belnet also wished to engage one or more ITIL experts to support this deployment.

CTG's Solution

Belnet decided to introduce the ITIL processes in four phases. CTG agreed with their deployment scenario and knew that the proposed organization, combined with excellent communication to all people involved, would be successful. The estimates of the workload per phase were based on the initial information (including input from the question and answer session) and our professional experience in similar projects (both type and size). The first estimates were refined in the course of the project, based on newly acquired information.

CTG identified the possible tasks for each specific process in order to estimate the workload. Dedicated resources were responsible for specific activities:

- An ITSM Consultant was called in for training and coaching the employees, combined with managing possible aversions.
- Process Specialists performed recurring tasks such as process needs gathering, process documentation edits, and process automation.

“The help and flexibility of the CTG consultants were key to making our ITSM implementation a success, both to us and to our customers.”

– JC Real, ITSM Program Manager, Belnet

- An SQL Admin. Extracted and transformed data from the SQL database into usable and comprehensive Key Performance Indicator (KPI) information.

In addition, a distinction was made as to the first increase in maturity up to level 1, and the next increase up to level 2.

Results

By deploying the ITSM principles and the best practices of ITIL, CTG helped Belnet to achieve the following results:

- A proven framework to sustain the implementation and the improvement of Belnet's customized service management processes
- A clear definition of roles and responsibilities for all stakeholders based on their function in the organization
- A better control of the outsourced Service Desk function and an accurate single point of registration for the client's interactions (incident, request for service, claims, etc.)
- A standardized and simplified way of working across the different departments
- Optimization of technical experts' work
- Improvement of customer satisfaction and client relations.



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