Combodo
TEAMWORK

Case study
iTop

Alptis
Prévention · Assurance · Financement

Optimising IT service quality and user support

Alptis operates within the stringent compliance requirements of the insurance industry and the expectations of its clients, partners and employees. The wholesale broker has chosen the iTop open source solution to manage its information systems using the ITIL method and guarantee the quality of service delivered to internal and external users.

In mid 2017 the Alptis group, a French provider of personal insurance solutions, transferred its information systems to new infrastructure based on a public/private multisite hybrid cloud. At the same time the wholesale broker reorganised its operations and support team in order to roll out processes that comply with ITIL* guidelines. *"We must manage our production and our service quality so as to comply with the Solvency regulations and meet the expectations of our users: members, brokers and employees"*, explains Jean-Christophe Mercier, head of the Architecture and Production Unit at Alptis.

Quick to implement

Since early 2018 the team has been using the iTop open source ITSM* solution to structure its operations, assist users and enhance its efficiency. "In all these respects iTop is user-friendly, intuitive, and easy to customise and implement", Jean-Christophe Mercier explains.

Alptis

The Alptis group designs insurance solutions for self-employed workers, businesses and private individuals. It distributes its products on-line and via a network of 6500 local brokers. The group is based in Lyon and has eight regional offices throughout France. At the end of 2017, Alptis had 544 employees and was providing insurance protection for more than 7500 businesses and 450,000 people, generating turnover of €101.3m.

In anticipation of the transition, Alptis had begun documenting its configurations using iTop's CMDB*, "all by ourselves". The team thus drew up a complete repository of all its IT assets. It contains more than 2500 components and their interdependences: PCs/monitors, cloud-based and on-site virtual and physical servers, networks and sub-networks, as well as sixty or so applications.

User-focused

In parallel, the operations and support team formalised its processes with iTop. It developed a catalogue of services - including incident and request (ticket) management - and made them available to all Alptis personnel as of the start of 2018. It even expanded their scope beyond IT alone, to include requests intended for the facilities management department.

> *Tickets can be customised to speak the users' language."*

Next, the Alptis support team rolled out the help desk and ticket management functions included in iTop in order to handle requests from users. *"We were able to customise the tickets so that they speak the users' language, without too much technical jargon"*, Jean-Christophe Mercier stresses. The open tickets, which were previously managed with GLPI, another open source help desk solution, were also migrated to iTop.

In 2018, Alptis' four support technicians handled more than 7000 incidents and 8000 requests using iTop.

*ITIL: Information Technology Infrastructure Library   *ITSM: Information Technology Service Management   *CMDB: Configuration Management Database

iTop

From reactive to proactive

Using the iTop indicators and dashboards the Alptis operations team can keep constant track of its service quality: number of tickets, occurrence of a specific incident on given hardware, and so on. *"I can check up on outstanding issues, or analyse the ageing of our assets"*, Jean-Christophe Mercier explains.

A repository for making continuous improvements

The team has embarked on a two-stage process to improve its performance. First of all, it is building a repository: *"For example, I know how long it takes us on average to deliver a PC"*.

This groundwork is essential before performance targets can be set and improvements implemented: *"We intend to automate the processing of certain recurrent requests such as monthly password changes by putting them on a self-service portal. The general idea is to go from being reactive to being proactive"*.

Jean-Christophe Mercier
Head of the Architecture and Production Unit, Alptis

> *I can analyse the ageing of our assets."*

Expand the scope and customise the service

The Alptis operations and support team also intends to take advantage of iTop to expand its service scope. *"The system enables you to advance in a series of jumps. That's one of the best practices that Combodo highlighted during the 'user days', and it ties in with our approach to ITIL"*, Jean-Christophe Mercier explains.

On the services front, as well as incident, request and change management, the catalogue will offer SLA (Service Level Agreement) management and problem management. A number of new support functions such as HR request management will also be covered in addition to IT and facilities management.

> *A rich community with some prestigious members."*

And last but not least, the team intends to open certain services up to brokers and partners of Alptis who are not staff members.

An active community

Another asset driving these developments is the iTop open source ecosystem. *"iTop is supported by a rich community to which we contribute and which has some prestigious companies among its members. Combodo integrates the best developments into its core software version, so we benefit from them and need to do less development work ourselves"*, Jean-Christophe Mercier says.

Alptis also benefited from the expertise of integrator Teamwork, a Combodo ecosystem partner, which customised the ticket management system.

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iTop is an open source solution for managing IT production infrastructure. The iTop database (CMDB) describes the information system components and their functions (hardware, virtual units, software assets). iTop's service catalogue models ITSM processes – incident/help desk management, change requests, etc. – monitors them, and ensures that they run smoothly.

Challenge
Managing critical hybrid IT infrastructure. Providing users with efficient and responsive assistance.

Solution
A coherent tool for creating information system repositories, proposing a scalable service catalogue and deploying a customisable help desk.

Benefits
Monitoring of changes to IT assets; efficiency and improvement of support processes; ability to handle user requests beyond the scope of the IT field.

The Alptis configuration

498
virtual servers

69
physical servers
(of which 27 hypervisors)

1850
office IT devices
(PCs/monitors)

57
critical business applications

15,770
incidents and requests opened in 2018 (15,486 handled and closed)

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