



Reconstruction of a bespoke, optimal iTop instance for centralised management of multiple infrastructures

econocom



Interview of Quentin Ville, Project and Team Manager 2IP - iTop Tooling & Development

● **175 000**
tickets created since
June 2023

● **140 000**
tickets resolved

● **100**
infrastructures managed via a
single iTop instance

Econocom is a European group specialising in the digital transformation of businesses. Operating in 16 countries and with over 10,000 employees, Econocom covers the full range of digital professions, including its service centre in particular.

The centre comprises two business entities: Helpdesk delivered by the team Support Service Desk (2SD) and managed services delivered by the team Infrastructure & Infogérance de Production (2IP - Infrastructure and Production Outsourcing). **Customer infrastructures are managed within the second entity** - from supervision to administration - by a common team, using iTop. Quentin Ville, Project Manager and Manager of the 2IP_ITOP team - iTop Tools and Development, talks about iTop's role in this ecosystem.

● **Challenge**

To take back control of the service centre's core platform

● **Solution**

Delegating the study mission to Combodo, a source of valuable lessons, and training a team of specialised iTop developers

● **Advantages**

Renewed autonomy in terms of future development of the tool and the customisation possibilities it offers

- **A need to start over with a solid foundation for the tool, limited by restrictive customisations.**

Since 2016, Econocom had been using iTop to manage customer infrastructures: firstly, with a **community edition**, and later, the group decided to subscribe to a **Professional edition**, with the help of a Combodo integrator partner, in order to be able to tailor the tool as closely as possible to its needs in the field. The customisations ultimately proved unsuccessful: *"Very soon after I joined the 2IP team, we realised that the customisations that had been implemented had made the software more complex to use, and had affected version upgrades and the ability to add extensions - in particular the Case Exchange module, which we needed. We felt it was necessary to **take control of the tool back in-house.**"* explains Quentin Ville.

Internal management of the tool has a precise objective: *"Our aim is to **bring iTop skills and management in-house**, with a dedicated team capable of **developing its own customisations**"*

- **Support from the software editor to develop skills and become independent**

The 2IP team started to develop a brand new iTop instance. The first phase of the project was devoted to **Combodo's study mission**. *"Together with the Combodo consultant, we carried out an audit on our iTop 2.7 instance, to identify what had been done, what customisations had been implemented, what modules needed to be reinstalled... We also took part in **workshops with the 2IP team to identify our functional requirements**. The study mission report served as the basis for the design of the new iTop 3.0,"* explains the project manager.

At the same time, the 2IP department created a team of 4 people, dedicated to iTop: *"everyone was trained using the full **Combodo training package**. We covered the ITSM, CMDB, Designer and Developer modules, and now have a very thorough command of the tool. It's a real plus internally."*

After the development, testing and acceptance phases, the new iTop was finally delivered after 10 months' effort.

- **A centralised tool to facilitate the management of multi-client infrastructures**

Today, the iTop platform is central to managing incidents, requests and changes from Econocom service centre customers: *"we have a pool of staff, who receive tickets from different customers at the same time. So we have **a single iTop with a global view of the business.**"*



iTop is a complete, web-based, open source IT service management platform, including a fully customizable CMDB, helpdesk system and reporting tools. iTop adapts to your internal processes to help you deliver better services and maximize customer satisfaction.

The teams also use the Business Partner Portal: a portal that gives customers limited access to iTop, with management rights only on the tickets allocated to them, guaranteeing data security and authenticity.

*"Moreover, in order to unify iTop's interconnection with the other tools used internally, we have developed **an 'in-house' solution**, called APICOM. It allows us to create enriched APIs - for supervision, hosting, security and backup - used by the teams, and iTop. We have provided a unique and intelligent method to create a simplified ticket in the iTop instance,"* explains Quentin Ville. *"We have also created an automated **process for employee arrival and departure requests** at our customer sites. Depending on the employee's role, tickets are automatically generated for the creation of accounts on the software they use, for requesting a badge..."*

But the iTop project isn't stopping there, it has ambitious new goals: *"we want to set up new interconnections, especially with our customers' third-party ticketing tools. It's a work in progress..."* concludes the expert.