



At a Glance

Joint Service International

Industry

Fashion distributor for O'Neill

Headquarters

Warmond, The Netherlands

Employees

200 employees

Logistics

European licensee of O'Neill

Solution

Epicor ITSM

Business Challenge

Company expansion created challenges in the ability to effectively manage internal IT services and inhibited visibility in to service operations

Solution

Robust service management solution with strong business reporting capabilities that supports Information Technology Infrastructure Library (ITIL) processes

Business Benefits

- Business intelligence tools enable management to track trends and high-frequency service issues
- Outlook integration to incident registration enables automated logging of e-mailed service calls
- Ability to support remote workers creates a cohesive IT service operation

Joint Service International (JSI) is the European licensee of O'Neill, a sports fashion company renowned for its surfing, winter sports and casual clothing. From its European headquarters in Warmond, JSI manages the design, production, marketing and sales of all the collections for 34 different countries.

The service desk, consisting of 25 staff members whose daily activities include application and systems management, plays a pivotal role within the organization and the company has relied on helpdesk management software to help keep it running effectively.

JSI had used Epicor HelpDesk, the client-server-based version that preceded the current Microsoft.NET and Web-services based Epicor IT Service Management (ITSM), to its full satisfaction. As the company grew, however, the application was unable to reflect the stratification of the organization adequately. "As a result of the growth of our organization, it was becoming increasingly difficult for us to get a proper overview of all internal parties," said Peter Maljaars, service desk manager at Joint Services International."

In addition, the company was faced with drastic changes in the modes of incident communication due to an increasing number of users reporting problems to the service desk via e-mail. JSI wanted to integrate Microsoft Outlook™ into the incident registration system. According to Maljaars, "It was clear from the start that our evaluation would include Epicor ITSM. The integration with Outlook, e-mail facilities and extensive reporting features offered in Epicor ITSM proved instrumental in our decision to stay with the Epicor solution."

Since the implementation of Epicor ITSM, the IT department has been able to register all incidents and calls. In the internal organization, incident management goes beyond the IT department: the facility department and the in-house carpenter also use Epicor ITSM to register incidents.

Maljaars is highly pleased with Epicor ITSM. "It is simply a great suite that provides us with a broad variety of reporting features. Its structure offers our application group a high degree of transparency, and the system even lets us print financial overviews," said Maljaars. "Epicor ITSM is suitable for every service-providing organization that requires extensive features. And all of this is very reasonably priced as well."

Epicor ITSM Handles Monthly Calls Increase; Then Helps Reduce It

The JSI service desk currently supports approximately 200 users, a considerable number of which are designers working on Apple Mac computers. Following the implementation of Epicor ITSM, the service desk was seeing approximately 500 calls registered every month, a substantially higher number of calls than during the previous period. According to Maljaars this surge did not come as a surprise. "We now have a much better structured and exhaustive incident-registration process in place," Maljaars explains. By using Epicor ITSM to detect trends in incidents and then solve related structural problems, JSI has seen the number of calls drop to approximately 200-300 calls a month.

Support for Mobile Workers

Although O'Neill's designers work from the European headquarters in Warmond, the clothes are manufactured in Asia. Every two months, company representatives travel to Asia with a mobile office to carry out quality assurance procedures.

For the IT department, this means that a total of 90 laptops are in circulation. From these laptops, production data on new clothing items are sent to Warmond for processing. Consequently, the head office can be presented with a clear overview of the quality of the clothing in the factories, enabling it to keep track of when the clothing is expected to arrive at its distribution centre in Antwerp. Epicor ITSM also allows O'Neill's IT department to troubleshoot the problems of these remote workers.

Meeting ITIL Best Practices

Currently, JSI is actively using call registration with the implementation of other ITIL (Information Technology Infrastructure Library) processes planned for the future. For Maljaars, this aspect is of crucial importance, since the European headquarters houses many clothes designers who design new fashion items for O'Neill's entire European operation and these designers have to be provided with optimal support. All of O'Neill subsidiaries, including the board stores and O'Neill's branches in France, Belgium and Germany, are beginning to adopt the solution.

"The structure of Epicor ITSM offers our application group a high degree of transparency."

PETTER MALJAARS, Service Desk Manager
Joint Service International

About Epicor

Epicor is a leading provider of enterprise business software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages



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