



**Success Story**  
TOURISM

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## GLOBAL TRANSFORMATION SUCCESSFUL IMPLEMENTATION OF JIRA SERVICE MANAGEMENT & PROCESSES IN ITSM

A model for success – Everything from a single source: the implementation of processes based on ITIL best practices combined with the implementation of technical tools.

[demicon.de](https://demicon.de)

As part of a major international project, FTI implemented a centralised IT Service Management (ITSM) solution for internal service processes, which was extended to other units (ESM) during the course of the project. The transformation project involves numerous changes with a massive impact on the global service desks and the customers behind them. The project outcome will result in technological and process improvements to FTI's IT structure.

For the introduction of a centralised service management tool solution, DEMICON provided comprehensive consulting services for an end-to-end implementation.

**INDUSTRY** TOURISM

**CLIENT** FTI GROUP, 11.000 EMPLOYEES, THIRD LARGEST TOUR OPERATOR IN EUROPE

**PROJECT PARTNER SINCE** 08.2023

**TOOLS** JSM PREMIUM, ACCESS, USER CONFLUENCE STANDARD, OPSGENIE

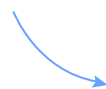
**DEMICON'S EXPERTISE**

- Methodical Skills (ITIL) & Consulting Services
- Technical Implementation
- Tool-Knowledge
- Training Experts
- Project Management





“We'd like to thank you for the excellent cooperation. It has brought us a significant step closer to our goal in the process of digital transformation.”

**GERHARD KALT**

HEAD OF IT SERVICE DESK, FTI GROUP



**BENEFITS FOR OUR CUSTOMER**

-  Future-oriented, all-in-one solution
-  Scalable, holistic cloud solution that supports processes from ITSM to ESM
-  Maturity upgrade of various service processes
-  Knowledge transfer to ensure & takeover the administrative responsibility

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## SHAPE THE FUTURE #ONETEAM @FTI

MÜNCHEN, FTI



Today's world requires companies to firmly establish an ITSM strategy as part of their corporate positioning. Customer-oriented structures and processes are required to withstand global challenges to be able to act and react quickly to fast-moving market situations. These can be supported by the use of the right technologies and tools in order to meet today's customer requirements.

From an IT perspective, this results in a need for standardisation, scalability and the right tool support.

As a global company, FTI decided to rethink its service processes and actively shape the future as part of a global transformation project to respond more quickly to customer needs and volatile market changes.

And this is how the story begins.

“Through digital transformation, we are preparing for the tourism of the future and setting the course with foresight.”





## THE PROJECT & ITS CHALLENGES

The project objectives were complex: Besides the overall implementation of **Jira Service Management as a global and scalable tool for service management** at FTI, ITSM processes based on ITIL best practices had to be designed and implemented from scratch. Another very important milestone was ensuring the transfer of knowledge for the procedural and technical qualification of the project members. As a result of the transformation, many of the project members on the FTI side also had to change their own role profiles.

In addition, the overall context of the project was characterised by tight deadlines and the co-operation of internationally distributed teams (about 30 different support teams) in different time zones.

Due to this context and the given complexity of the project environment, it was essential that the collaboration functioned as a #OneTeam right from the beginning. An integrated project organisation & governance was set up to ensure that the transformation project could be managed from both sides.

While the on-site kick-off in Munich signalled the start of an exciting and multi-faceted project, several workshops and the majority of the project were conducted remotely.

### POWERFUL TEAMWORK THROUGHOUT ALL PHASES

The empowerment of the project members and the associated knowledge transfer led to an enormous increase of interest in taking on and performing administrative tasks independently on the customers' side. This provided a boost of motivation and a sense of achievement for the entire project. A self-organised service desk was quickly established, which worked as a collaboration model and feedback platform during the test phase, where service-oriented issues were raised and worked on within the new processes.

The joint implementation sessions promoted working together as a #OneTeam.

### MAKING IT HAPPEN & FUTURE PERSPECTIVE

During the course of the project, other departments jumped on the bandwagon. Initiatives were formed that started parallel requirements analyses in order to offer their services via a central service desk using standardised processes. Furthermore, the scope was quickly adapted and expanded to include the process and tool implementation of change management at FTI.



EQUIPPING YOU  
WITH THE  
FUTURE OF IT.

[TAKE A LOOK HOW](#)



## OUR APPROACH

- A two-phase project with iterative organisational maturity upgrade
- Supported by systematic and continuous project management on both sides (DEMICON and FTI)
- Controlled by an integrated project organisation and governance, collaboration in operational work streams that promote the #OneTeam approach
- Deliberate separation of methodological process consulting and technical tool implementation to achieve better, focused results
- Organisational change management – supporting the transformation project by transferring knowledge, documenting & training to enable people (administrators and key users)



Supported by continuous project management & control as well as organisational change management

### EVERYTHING FROM A SINGLE SOURCE, BUT NOT ONE SIZE FITS ALL

- Thematic work streams for effective communication and focus on operational progress
- Process assessment workshops to take stock and analyse requirements
- Customisation by taking into account existing technology landscapes
- Translation of business requirements into technical requirements
- Standardisation through conceptual development of ITIL-based recommendations for process and role implementation



## THE BENEFITS IT SERVICE DELIVERY TO THE NEXT LEVEL

- ✔ Replacing **Cherwell with Jira Service Management** keeps the system infrastructure up to date with a scalable Atlassian cloud solution.
- ✔ The service portal provides an **easy-to-use single point of contact** for users to report incidents and service requests.
- ✔ Harmonising multiple input channels (email and other collaboration tools) contributes to an **increased overall efficiency**.
- ✔ Implementing self-service capabilities with a central knowledge base **increases user satisfaction and empowers end users to solve problems independently**.
- ✔ Centralising the management and continuous optimisation of IT assets throughout their lifecycle through standardised service configuration and the implementation of IT asset management (CMDB). This **facilitates compliance with standards and regulations** and increases the transparency of the **audit process for internal and external auditors**.
- ✔ Supporting Service Delivery Units with a standardised platform, enabling new levels of internal service delivery management and control through **enhanced reporting** based on a **modern management cockpit**.
- ✔ Regular service status reporting increases transparency and confidence in internal **service delivery through integrated event management (Opsgenie)**.
- ✔ An implemented **problem management process based on the ITIL standard** promotes continuous improvement.
- ✔ For other internal service departments such as human resources, design, facility management, ticket shop and many others, the **new ITSM tool solution will serve as the standard global ticket management platform**.
- ✔ The procedural and organisational implementation of **change management creates a structured framework** for the effective management and implementation of changes to the IT infrastructure at all levels.





## CONCLUSION

Through a value enhancing combination of tool expertise and methodological know-how, our DEMICON experts created the ideal conditions for service management at FTI. Promoting the #OneTeam culture, all project participants worked towards a common goal.

Throughout the project, solutions to the commercial, organisational and project-related challenges posed by the complexity of the project were always found quickly and in a targeted manner. We are delighted to have completed the project for and with our client within the specified timeframe, and to have contributed to FTI's global transformation.

We would like to thank our partner for the trustful, always appreciative and result-oriented cooperation during this transformation project.

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DEMICON is a multi-award winning IT service provider founded in 2008, and one of the leading AWS and Atlassian Platinum & Enterprise Solution Partners in the DACH market.

DEMICON has built a legacy based on deep technical expertise and strategic thinking, combined with a people-first approach. Our services range from customised software development and implementing scaled, agile methods, such as SAFe, to consulting on agile processes and hosting seminars and workshops.

Our team of experienced Enterprise Architects, Technical Consultants, Software Engineers, Business Consultants and Project Managers provide a wide range of solutions to help companies reach their digital goals.

TOGETHER WE WILL DESIGN  
THE RIGHT SOLUTIONS FOR  
YOUR VISION!



GET IN TOUCH