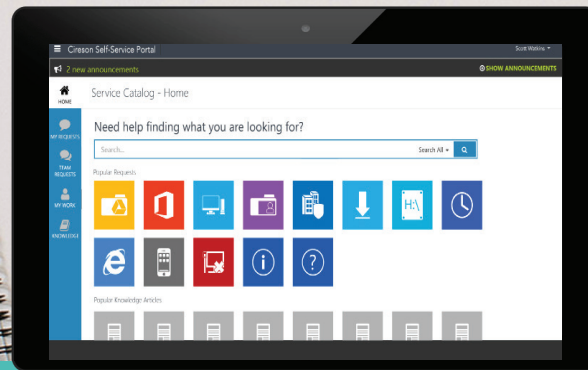## GrECo Uses Cireson Solutions to Support Users in 55 Locations

Founded in 1925, GrECo JLT Group is an insurance broker offering insurance and consulting services to organizations in diverse industries, including agriculture, aviation, construction, energy, healthcare, and many others. GrECo employs 15 IT professionals. They support 825 users in about 55 locations throughout Europe and Asia, and manage about 1,500 devices.

EUROPE & ASIA	FINANCE	BUSINESS MANAGEMENT SOLUTION	15	NONE
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

Frequent Updates for Smooth Performance

Frequent updates from Cireson help keep the apps running smoothly with minimum maintenance from GrECo's IT department.

Integrated Knowledge Database

The Cireson Self-Service Portal freed up the IT team to focus on important issues by enabling users to quickly resolve simple issues on their own.

Complete Management of Software and Hardware Assets

Cireson Asset Management centrally manages all of GrECo's resources, from corporate cars to software licenses allowing for full visibility of assets, ultimately saving time and money.

PROBLEM

Until the deployment of System Center Service Manager 3 years ago, the GrECo IT team didn't have a formal help desk solution. To submit service requests, their users called or emailed the IT department, creating an ineffective system with little accountability.

When the IT team started looking for add-on solutions to simplify their daily interactions with Service Manager, they also wanted to have additional capabilities, such as comprehensive asset management. "Initially, we wanted a better solution for asset management. That's how we came across Cireson. We also discovered they had lots of additional cool tools, such as the Self-Service Portal, and others. We decided to give it a try," said Peter Jarisch, IT Specialist and Support Lead.

In addition to the comprehensive features, GrECo's IT team also discovered another important benefit of using Cireson solutions. "The number of updates provided by Cireson is not comparable to what Microsoft was offering us," said Peter Jarisch. "We get updates from Cireson almost weekly, while Microsoft last updated their solution over a year ago."

> **"The Cireson Portal is fantastic. It offers an advanced way for users to communicate with us, with direct links to the documents."**
> *Peter Jarisch*
> *IT Specialist and Support Lead*

SOLUTION

"It was quite easy to train our users to use Cireson's tools," said Peter Jarisch. "We had a couple of initial training sessions, and we offer hands-on training as we go along, if there is a need."

Cireson Asset Management is one of the team's top favorite tools. Currently they have the IT and procurement departments use it, but the goal is to eventually extend it to the rest of the company.

> **"The Self-Service Portal works! It's a complete solution for the whole company."**
> *Peter Jarisch*

"We use many features of the Asset Management tool," said Peter Jarisch. "For example, our procurement department uses it to manage our company's cars. The IT department manages certificates and other resources."

The Self-Service portal is another tool used extensively throughout the company. "The knowledge base, integrated into the portal, is great," commented Thomas Hofler. "It has a lot of articles that help with most problems." "The Cireson Portal is fantastic," added Peter Jarisch. "I like the design. It offers an advanced way for users to communicate with us, with direct links to the documents."

The Self-Service portal is used by GrECo throughout the company. The users employ it to report incidents and submit service requests. It also helps keep corporate data secure. The portal has an option for users to report lost or stolen mobile phones, so they can get automatically locked.

"The Self-Service Portal works!" summarized Peter Jarisch. "It's a complete solution for the whole company."