



“*Before our IT department implemented SysAid, we were working with just private email - not even a common mailbox - to track and resolve all service requests.*”

Petra Hillaert

ICT Manager
Guylian Belgian Chocolate
Belgium

For ICT Manager Petra Hillaert, working at Guylian is more than a delightful culinary experience (although she does admit to having privileged access to Guylian's chocolate supply!) Like all other organizations, Guylian – the Belgian chocolate manufacturer famous for its delicious chocolate sea shells – depends on a strong IT infrastructure to keep business operations running smoothly. For Petra, this requires maintaining organized procedures to keep track of the many service requests that come her way each day. Having mastered the ins-and-outs of SysAid's Reports and Analysis Module, Petra is able to define and analyze important KPIs and pinpoint the specific issues that need special attention. Having established an efficient and precise means of evaluating all helpdesk activity with preconfigured reports, Petra can now more effectively resolve technical issues and provide a high quality support experience. More efficient processes, centralized access to data, and happier end-users – now that's something to really savor!

The Challenge: The Need for a Viable IT Management Solution

While establishing and maintaining effective internal helpdesk procedures is no easy feat under the best of circumstances, the IT administrators at Guylian found themselves in a particularly tough situation about a year and a half ago: they had virtually no IT management solution to help them organize, prioritize, and automate their helpdesk processes. *"Before our IT department implemented SysAid, we were working with just private*

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The Goal: Centralized Access to Data for Better Customer Support

Guylian’s IT department did not have an effective means of supporting its organization. “Our biggest IT challenge is that we get many different questions from different end-users via email, telephone, and face-to-face,” says Petra. “We must make sure that we don’t lose a question while always being customer friendly. If end-users have problems, we need to give them feedback about the status of their service requests and when we are going to resolve them.” To provide this kind of support, Petra knew they needed centralized access to all of their IT data – and a new helpdesk solution.

The Solution: Implementing SysAid for Better IT Helpdesk Procedures

In Guylian’s search for an IT management solution, “We were looking for a tool on the Internet that had both a good price and good functionality.” The tool they found that fit their criteria? SysAid. Now, a year and a half later, not only has SysAid helped Guylian implement better helpdesk procedures, but its Reporting module plays an enormous role in Petra’s day-to-day tasks. “I find the Reports and Analysis Module extremely helpful,” says Petra. “You can build as many categories as you want, such as a hardware list. I use this list to update my PC replacement plan, for example.”

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The Strategy: Analyze, Prioritize, and Evaluate with Customized Reports

If you ever wondered how the Reporting Module can work for you, just talk to Petra. With SysAid Reporting, she has developed IT procedures that are so methodical, so precise, that there's no risk of a single issue slipping between the cracks. So how does she do it?

"With the Reports and Analysis Module, I have one place where I keep all open questions," says Petra. "At any time, I can check on the status of these open questions - what the promised due dates are, for example, and other important information. I use SysAid to define KPIs such as the number of service requests opened versus the number of service requests closed every week. I can then analyze this data to see if I need to reevaluate and change the due dates. Perhaps there are issues that are less urgent and we can plan a reasonable timetable to resolve them. Furthermore, there's a report that tells me the number of service requests that are not only unresolved but overdue. With this report, I address these issues in our weekly team meeting, and we're able to give them our special attention."

The Result: The Sweet Success of an Organized IT Infrastructure

Guylian's successful implementation of SysAid has done nothing short of transforming their day-to-day tasks and their ultimate IT performance. Before the implementation of SysAid, the only way Petra received service requests was via her private email. She had no way of knowing what other service requests were waiting in the in-boxes of her three other colleagues, and had no centralized access to crucial information.

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Now, not only has Petra implemented an infrastructure for effective helpdesk processes, but she also gets the most out of SysAid's Reporting module to make these helpdesk processes work even better. With the data these reports provide, Petra analyzes her IT department's performance, pinpoints the configurations that should be readjusted, and ultimately provides her end-users with better support.

One challenge SysAid has not yet helped Petra overcome? Access to an unlimited supply of irresistible Belgian chocolate! Like many of us, Petra faces the dilemma that Oscar Wilde so famously phrased: "I can resist everything but temptation!" Luckily for Petra, she has plenty of healthy distractions - running after her three young children, a hobby of playing badminton, and of course, the thrill of being a successful IT pro!



Do you have a SysAid IT Success Story?

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