Bus Rental; a supporter case study for Service management @ CERN

Context

In February 2011, a single point of contact (Service desk & Service portal) potentially covering all services available at CERN was introduced. This constituted the top of the iceberg of a new enterprise service management system that has since shown its value. This short case study shows the benefits the system has brought to the supporter community through one "before and after" example.

Case study

Gilles who works in the Shuttle service explains *"In the past when a bus was needed, at reception of the request for quote, I had to contact by fax the external company to get the quote t. At reception of the quote, I had to send by email this quote to the requestor for his/her approval."*

Once the quote had been approved, Gilles explains *"I had to send again by fax, the PDF Reservation form to the external company and wait for their acknowledgment of receipt and final details."* It could take a few days to get the confirmation of the bus reservation, confirmation that needed to be sent by email to the requestor.

Gilles explains: "*Now, to limit the expenses for CERN, I first check if a CERN shuttle can fulfill the needs.*

If no CERN Shuttle is available, I just have to assign the ticket (request) to the external company, no more fax sent nor PDF reservation form needed. The communication flow between the two services (Shuttle service and Shuttle Rental) is now smooth" concludes Gilles.

Conclusion

If you are interested and would like to have more background information please consult our website (http://cern.ch/service) and/or our service portal (http://cern.ch/service-portal).

The Service Management team.