



Technip OIL & GAS – DIGITAL IT SERVICES TRANSFORMATION – Case Study

TechnipFMC known as Technip earlier has implemented SMARTServiceDesk – ITSM Suite. Technip has merged with FMC Technologies and has become now TechnipFMC plc. Technip a world leader in project management, engineering and construction for the energy (oil & gas) industries required an IT Service Management solution.

SMART Service Desk's Arabic localization version was implemented along with Complex integrations, with in-house legacy ERP systems for implementing the organizational approval workflows.

SMART Desks workflow configurator turned out to be a handy component for Technip IT Team, to achieve its complex workflow requirement, typical of any large-scale service management implementation.

SMART Service Desk was also customized to Integrated with MERF: Middle East Referential Database, which was a system similar to Microsoft active directory for managing employee details.

We recognized that more efficient and effective processes were required in order to enhance the current operation of Information Services as well as to provide scalability as the organization as it continues to grow its global foot print.

Brindha Sankararaman,
Service Quality Manager, IT

Modules Implemented

- Incident Management
- Service Request Management
- Service Level Management
- Workflow & Escalation Management
- Survey & Feedback Management
- Knowledge Management
- Management TV Dashboards
- KPI Reports

Key Benefits:

- Easy to create & manage complex workflow mechanism.
- Streamline the business process of receiving approvals & assigning cases.
- Quick Associate response with the timely case assignment & notification.
- Easy to create & manage complex workflow mechanism.
- Dashboards for management review and proactive actions.
- User friendly Approval mechanism.

"What I like about SMART Service Management is that you don't need to be an expert programmer to configure the tool, you can expand your use of the tool to multiple departments without additional costs, you can easily understand the user interface, and it's based on the ITIL based framework."

Sony Abraham

Project Manager – Technip Abu Dhabi

Solution Implementation:

Technip was looking for a user friendly solution to streamline & automate their business process which has complex workflow for receiving approvals from various managers & assigning the cases to respective support staff & support group based on their typical organizational structure.

RESULT

Approximately 3500 – 4000 users across multiple office of Technip are now enjoying the benefits of SMARTServiceDesk. The system is already being leveraged for general service management, project management, the Project Office and general computing controls.

Our expertise in implementing IT Service Management solutions enabled more workflow intelligence and robust reporting capabilities to be built into the solution. Tasks can be sent out to various teams for fulfilling parts of a solution; for example, a single onboard request can drive different tasks across the organization that fulfill an entire order, as opposed to the order being one giant task. TV Dashboard features and refined home pages proved to be critical assets for project and functional management teams.

Because the solution is cloud-based, the need to host and manage internal infrastructure is negated, as SMARTServiceDesk is hosted in Technips own data centers. This provides enormous cost savings for the company, allowing the company to apply resources toward managing and improving ITSM processes.