

108

Initial services

3

Month deployment

20+%

Increase in portal use

Boral improving employee productivity and experience working with IT

About

Boral is Australia's largest construction materials company with expanding worldwide operations in North America and Southeast Asia. With over 400 sites in Australia, many employees might never personally meet or see someone from IT. To support this distributed workforce, an IT self-service portal is essential and often the face of IT.



The Challenge

Boral IT staff regularly endured the frustration experienced by end users attempting to utilize their self-service portal, with poor search functionality, difficulty in locating service catalog items and an all-around lack of user friendly features that made it hard to interact with the portal in an efficient manner.

Boral sought a service desk that would provide IT Service Management capability as well as an improved end user portal for their staff. A key requirement was to ensure that the tool could be deployed in a timely manner with a focus on configuration over customization

The new deployment was part of an overall transformation of the end user environment, including transition to a new service desk provider, enabling omni channel support to its 5000 employees as well introducing "tech bar" style support services at key support hub sites distributed across Australia.



The Cherwell Solution

Boral turned to Cherwell Software, and with the assistance of Service Dynamics as its implementation partner began working on a pilot solution. The scope included over 100 catalog items and associated workflow approvals, ability for end users to view the status of their requests, and the necessary approval hierarchy to meet internal procurement and purchasing policies. The team had approximately three months to build and deploy the solution including training its IT staff to use the new ITSM functions within Cherwell.

Incident management and request fulfillment were successfully implemented and deployed within the three months supporting over 100 service requests of varying complexity such as integrating with procurement and financial systems. This was complemented by knowledge management and configuration management. For most Boral business users, the most visible change was the new Boral Assist Portal.

Results

Immediately, the new Boral Assist Portal improved the business user experience resulting in a greater than 20% increase in employee-submitted requests through the self-service portal within the first three months alone. End-user feedback included that the new system was not only easier to use, but that it also increased end-user confidence in IT by being able to track the status of their service requests.

With a single system of record, service management data quality also improved. Dashboards and reports provided better visibility to management and increased accountability within the service desk team. This included providing insight into common questions such as what happened yesterday or last night. The improved insight also facilitated conversations within the Boral team on how to improve service delivery and support that was not previously possible.

Next Steps

Boral is in the process of implementing Cherwell Asset Management and expects to obtain significant improvements in their software license utilization, compliance tracking, and a reduction in associated costs. Overall IT asset management (ITAM) complements the improved service request workflows and capabilities provided by the new Boral Assist Portal. Boral is also introducing Problem and Change Management processes within Cherwell Service Management.

Summary

Cherwell provided Boral a service desk that was simple to configure yet able to meet the needs of both the business end users and IT staff without requiring significant programming expertise and associated investments. Cherwell Service Management was quick to initially deploy and agile enabling Boral to extend the solution.

By enhancing user experience through the new Boral Assist Portal, employee requests have significantly increased via the portal and employee perception of IT has improved. Leveraging Cherwell's low-code configuration, Boral now efficiently offers over 100 service options to their employees. Further, Boral successfully and cost effectively brought their service desk in-house improving data quality, management visibility, and organizational accountability.

Boral now has a service management platform that is agile and can be readily extended to new functional areas and with additional processes.