Dairygold Co-Operative Society choose Visual|QSM to drive IT processes and major projects

Submitted by: Mpower
Tuesday, 25 January 2005

Dairygold Co-Operative Society Limited is Ireland's largest farmer owned food company and multi-purpose agribusiness. Its range of businesses includes dairy and meat processing, liquid milk production, animal feed manufacture, grain trading, shop retailing, the supply of farm inputs and the provision of a comprehensive range of farm services, including animal breeding and livestock marketing. Dairygold Co-Op employs in excess of 3,000 persons and has an annual turnover in excess of € 950 million.

Dairygold was evaluating the market to find a solution to help drive all aspects of the IT support processes and the management and authorisation process for change management and major ICT Projects. The Visual|QSM solution from Datawatch International fitted with the business strategy. It met the stringent criteria set for functionality, ITIL processes, ease of implementation and cost. Visual|QSM is a suite of integrated software modules that comprises a base server system, an internet-based service management portal and a workflow engine for enterprise-wide process control. Datawatch utilises PRINCE2 to manage the resourcing and staging of activities. Additionally, elements of ITIL are used for individual service modules.

Visual|QSM was implemented at Dairygold to improve the ICT Support function by adding escalation, SLA monitoring and 3rd party monitoring. The professional installation meant the system was up and operational within 5 days. The system runs using a central SQL server, web front end server and incorporates email integration. Customisation was undertaken to tailor the look and feel of the product to Dairygold's requirements and 700 end users now have advantage of using the product with the web front end.

Martin Doyle, Infrastructure Manager at Dairygold comments, "Visual|QSM allows me to more effectively manage the support resources, allowing me to allocate the right level of personnel on calls, on a day-to-day basis. Previous to QSM we had no real way to ensure that all support calls to IT were being responded to, logged, tracked and managed against SLAs. QSM has allowed us to really 'manage' support calls and processes. All feedback from the users has been very positive, as they can now actively see the process of their calls. The end users have noticed a significant difference in the perceived levels of service from ICT Support, as they know that once a call is logged, it will not be ignored or forgotten."

Visual|QSM is now helping Dairygold manage their organisation; by automating their business processes, it is improving the efficiency and effectiveness of production. The solution offers real-time integration of the processes within the company with those of its suppliers, business partners and customers.

"As the ICT Infrastructure Support manager I use it to notify me and the key business people when there is a major fault that will affect production. I monitor the call levels on an hour-by-hour basis and use the reports for monitoring the trends of types of calls being logged. We have generic SLAs in place internally, but we have external SLAs with 3rd party suppliers. QSM allows me to manage suppliers with reports from my system as opposed to relying on them providing reports from their system." Martin adds.

The monitoring of key indicators and other performance metrics enables Martin to proactivly manage the business workloads, which in turn improves efficiency of service as well as saving time and money. To assist the DairyGold Management in utilising the business information Visual|QSM's reporting is based around 42 standard reports written using Crystal Reports and offers the flexiblility to build further reports using the Query by Example functionality.

Martin concludes, "All of Datawatch were behind us in the implementation and have been both prompt and professional with any queries since; they have gone beyond the call of duty to help. The installation was done under very tight timescales and even though we have not implemented all of the functionality of the system, we have made giant leaps in change and the perception of the ICT support Services Dept. with this high-visibility support system, has certainly gone up. We have seen significant business benefits already and now that the base system is in place, we know that we can start to look at other processes that are currently manual within IT. We can now start to automate these processes, without the need to buy additional modules or extensive coding to fit them to our requirements. We are confident that QSM has the functionality to automate the Dairygold Business processes effectively and comprehensively."

Through creating and utilising repeatable processes that are both enforceable and auditable, the implementation of Visual|QSM from Datawatch will result in a good return on investment and improve ongoing business profitability.

ABOUT DATAWATCH CORPORATION
Datawatch Corporation helps organisations easily access, integrate, and distribute information inside and outside the enterprise. From shared services and change management to help desk and problem management, Datawatch Corporation provides solutions that allow organisations to fully leverage their existing infrastructures. Datawatch products are used in more than 20,000 companies, institutions and government agencies worldwide. More information on Datawatch and its solutions can be found at www.datawatch.com

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