



PROFILE

Financial services organization

HEADQUARTERS

Quebec, Canada

EMPLOYEES

Approximately 2,000

ASSETS

Nearly \$11 billion

FOUNDED

1944

SSQ Financial Group

Improving Service Management Effectiveness and Decision Making

Business

SSQ Financial Group has been providing quality service to its clients for over 60 years. By offering a wide choice of insurance and investment products, SSQ continues to protect the present and insure the future of over a million Canadians.

Challenge

SSQ has been using two CA Technologies products—Service Desk Manager and Service Catalog—to manage ITSM activity. However, reporting against these products to understand current status, trend, and scheduled activity had created a manual overhead to the reporting team. The day-to-day operations require instant access to information in order to report against real-time activity and against historical and ad-hoc reporting.

“A good reporting tool is a key asset for any competitive enterprise. Xtraction fulfills that role very effectively and provides useful information to our management team.”

Remy Jobin
IT Architect

Solution

SSQ undertook the assessment of options and determined to set up Xtraction in a trial environment. The scope was to connect Xtraction to both CA Service Desk and CA Service Catalog. Xtraction has out-of-the-box adapters for these applications that provide mapping against the tables and fields. The trial software is fully functional and allows an instant appreciation of the value it can deliver.

“Xtraction is an easy and quick installation and the Xtraction team was very thorough and clear in knowledge transfer,” said Remy Jobin, IT Architect. “Our users needed only a short time to adapt to the features and became very enthusiastic to use Xtraction.”

Value

Jobin concluded, “The fact that Xtraction can display multiple views in the same dashboard, filtered specifically for operations’ needs, helps increase our effectiveness and awareness of our service management posture and also enables us to make more timely decisions.”

Visit www.landesk.com or www.xtractionsolutions.com for more information on the benefits of Xtraction.

Speak with a representative: 1.800.982.2130

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For specific country offices visit www.LANDESK.com