

# Ivanti Streamlines Help Desk Support for 1,000 Car Service Workers



**Profile:**

The Belron® group is a global leader in vehicle glass repair and replacement and has offered body shop services since 2017. The company has a presence in 34 countries under different trademarks, serving 16,5 million customers each year. In Italy, Carglass® is part of group Belron Italia Spa, with more than 450 workshops in the territory assisting more than 300,000 drivers.

**Location:**

2400 customer care centers in the world

**Industry:**

Vehicle glass restoration and replacement; body shop

**Website:**

[www.carglass.it](http://www.carglass.it)

**Solution:**

- Ivanti® Service Manager

**Key Benefits:**

- Quick customization to meet specific requirements
- Improved operations with an all-in-one smart and functional product
- Effective and easy incident management and asset lifecycle tracking

Part of Belron International Ltd., Carglass® is a company specializing in the restoration and replacement of car windshields and window glass. Entering the body shop industry in 2017—Carglass® has created a network composed of both affiliated and direct centers located throughout the Italian territory.

Following a recent service expansion, Carglass® needed to improve the efficiency of its service delivery performance. As such, Carglass® chose to leverage Ivanti’s cloud-optimized Service Manager solution which delivers a unified and comprehensive IT service management (ITSM) platform. In one integrated solution, Ivanti helped Carglass® significantly streamline key processes such as incident, service request, change, and asset management.

**The Challenge**

Carglass® wanted to first deploy Ivanti Service Manager to enhance the ticketing and incident management process for its first line of IT support—approximately 1,000 users in Belron® centers across Italy. The Belron® Italia team was looking for an agile, effective, and highly scalable ITSM solution that could be deployed without disrupting workflow.

Carglass® turned to Timeware, an Ivanti Expert Solution Provider partner, to help implement and integrate Ivanti Service Manager. Timeware was also tasked with leveraging the ITSM platform to develop workflows and processes for new capabilities.

The IT Department of Belron Italy explains, “Carglass® already used Ivanti products in the past, particularly for remote control and interventions management. This time we were looking for a product for ticketing and incident management. Ivanti showed us their full solutions range, and we found exactly what we were looking for.”

**The Solution**

“Carglass® was looking for an intuitive product—easy to use and all in one—but most of all, easily deployable. Within a few weeks our incident management service was extended to our end-users in all the Belron Italy centers (around 1,000 users). We are always in a rush, so our request of Ivanti for very complex items and a fast deployment has been paramount,” recalled the Belron IT Department.

Thanks to Ivanti Service Manager’s speed of configuration and implementation, formerly ad hoc processes and specialized solutions have been consolidated into one modern solution, making their implementation and operation easier.

Carglass® has deployed Ivanti’s self-service portal to help keep operations running smoothly, employees productive, and customers satisfied. In addition, the mobile application was installed simply and quickly on the tablets of employees and repair workers at all the Italian branches so they could easily manage incidents.

With Ivanti Service Manager, Carglass® now finds it is significantly easier to track every issue, both IT and non-IT related, helping deliver faster and more effective intervention actions that ensure more efficient service restoration.

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***“We are sure that the reliability of Ivanti will help ensure systematic coverage in all our repair centers, allowing Carglass® employees to trace every kind of issue and to evaluate any ‘uncovered’ areas requiring intervention. Our trust in Ivanti remains steadfast and confirmed.”***

— IT Department of Belron® Italy

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### Enhanced Benefits

Ivanti’s flexible solution convinced Carglass® to extend Service Manager with Ivanti’s asset management capability.

Ivanti partner, Timeware, met this need by creating and deploying new asset management workflows and functionality that were easily integrated into the Service Manager platform. This helped improve management of contracts, maintenance, and expiration dates needed to efficiently track the asset’s lifecycle. “We did not need the whole Asset Management product, but we still really liked it for design and features. Ivanti proposed developing specific asset functionality inside Service Manager and so we followed it,” noted the Belron® IT Department.

Carglass® was particularly pleased with Ivanti’s highly configurable Service Manager platform. “From the very beginning, we wanted to adapt the product to our business model—one of the main characteristics of the Ivanti solution. We requested a demo in our main office and we really liked it, so we started the second phase to configure the solution, looking at our business needs and meeting specific demands,” the IT Department recalled.

According to the Belron® IT Department, another Ivanti benefit is Service Manager’s Change Management module which was also deployed. Change management will enable Carglass® to work in teams—assigning multiple tasks to the right departments and more easily integrating new compliant products.

### Future Foundation

Power, integration, flexibility, and customization: these were the key benefits Carglass® realized with Ivanti. “What we value most highly with Ivanti is the ability to have many solutions all-in-one product. This is extremely clever and supports us operationally,” the IT Department says.

“We are sure that the reliability of Ivanti will help ensure systematic coverage in all our repair centers,” they add, “allowing Carglass® employees to trace every kind of issue and to evaluate any ‘uncovered’ areas requiring intervention. Our trust in Ivanti remains steadfast and confirmed.”

### Learn More

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