

Press-release
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UGORIA has summed up project results of automation system CleverENGINE implementation based on OMNITRACKER platform

At the end of 2017, the specialists of the Directorate of Information Technologies of AO UGORIA Insurance Company completed the project of the IT Services Management's best practices implementation, aimed at improving the technical support quality, and increasing of the level of provided services against the background of the growth in the speed of new IT systems functionality development, and the whole year 2018 was dedicated to continuous work on improving and optimizing the previously implemented processes.

During the project, that lasted from the middle of 2016, a number of organizational and technical changes were carried out: the technical support and monitoring service Was put into a separate unit, SLA was prepared, concluded and maintained for all key services, key transformation processes (change management, release and deployment management) and service operations (incident and service request management, access control, problem management) were reorganized and regulated), implemented a new process automation system CleverENGINE on the basis of the OMNITRACKER platform with an easy to use portal, organized shift duty employees covering basic working hours of the company, etc. It is important to note that the project was carried out by own team of specialists of UGORIA without the involvement of external experts.

As results of the project, the services breakdown rate was significantly reduced, while the availability of services was increased, and significantly improved the attitude of users toward the work of technical support. The level of user satisfaction with the quality of services, measured by the NPS indicator, increased from 0 to 53 points. The average time to fulfill requests and eliminate incidents decreased by 2.5-3 times, the time to provide access for new employees to the company's information systems decreased from 3 days to 4 hours. More than 60% of requests come through the self-service portal, and are automatically assigned to the right specialists.

"Systematic work on the ITSM approaches implementation has allowed the company to improve the quality of IT services, accelerate the identification of problem areas, and free up resources for the development of our IT platform. I am very pleased to say that we have managed to increase the satisfaction of all employees of the company from the work of the IT unit. In 2016, at the start of the project, we were fairly criticized. Yet, today, colleagues write us letters, expressing gratitude.

If you look at this project systematically, you can see that continuous improvements and formalization of the process lead to decrease of the total cost of ownership of information technologies in the company. We can do more, keeping the funding at the same level or even reducing it", - said Deputy General Director for Information Technologies, Sergey Karach.

"OMNINET highly appreciates the choice of OMNITRACKER software product as a tool for automation of it processes of such a significant company in the Russian market as UGORIA. It is especially important to note that this project has once again confirmed the well-known capabilities of OMNITRACKER, providing both rapid implementation and further development of the functionality by the customer's own forces, which allows to reduce the total cost of ownership of the product and to support the automation of not only it processes, but also to close the needs for automation of the activities of other business units", - constituted Michael Dobner, CEO of OMNINET Russia and CIS.

"In Ugoria we met a very young and energetic team, which independently improves internal processes with minimal consulting and technical support from Cleverics, increasing the quality of IT services. We are proud that this work is largely based on our software solution OMNITRACKER CleverENGINE, and are very pleased with this cooperation", - said Dmitry Isaychenko, managing partner of Cleverics.

It is in the nearest plans of the UGORIA, based on the implemented processes, to implement strategic projects with the predicted high quality, aimed at significant increase in the level of profitable sales and reduction of operating costs.