

Case Study of tussom at Government

Challenge: One of the Rwanda Government offices wanted to implement ITSM system to set up standard processes for their IT Department.

Task: To implement an optimal ITSM solution and set up ITIL compliant practices

Action:

- ✓ eStomi presented the solution which was compared with major ITSM products and commercials
- ✓ Post bidding, the installation and implementation was done remotely to save costs
- ✓ The new ITSM system was integrated with AD
- ✓ The relevant IT personnel were trained to implement the solution in case of disasters
- ✓ Customized reports were developed for senior leadership for planning, budgeting and training purposes

Result:

- ✓ Reduced license and support costs by 480K USD year on year
- ✓ Several configurable settings are used to help save the efforts for customizations
- ✓ Annual Maintenance was extended to 5 years and continued with seamless support