



Case Study: Glocal Value

At a glance

Glocal Value implements Intuitive dashboards to provide operational visibility of their service delivery, development and customer projects across the whole organisation.

About Glocal Value

Glocal Value is an independent company based in Italy that provides a range of business solutions around print cost management and control (they are a PaperCut Authorized Solution Center for Italy). They also deliver mobile print solutions and hosted printing solutions to automate the documentation produced by corporate ERP systems, improving document quality and efficiency.

From their Vercelli headquarters, Glocal Value also offers a range of custom developed solutions that are installed at several major Italian companies and international multinationals.

THE CHALLENGE



As an Authorised Solution Centre for Intuitive, Glocal Value was already delivering Intuitive dashboards to their print management customers to provide them with better visibility of their print estate to achieve efficiencies and cost savings.

They had a need within their own business to provide better visibility across their core business systems – specifically Microsoft Dynamics for CRM and Deskoala for service tickets. The specific issues they wanted to address were:

- Provide a high-level snapshot of all customer activities and software installations.
- Visibility across the whole organisation of service tickets and SLA delivery to ensure maximum customer satisfaction.
- Provide guidance on demands on the service desk to allow for effective resource planning.
- Matching service tickets with orders to make sure resources are correctly allocated.
- Ensuring that custom development projects are regularly monitored against budget to ensure profitability

“Our team found the Intuitive tool easy to use, especially as we were connecting to a number of different systems. The dashboards give us a really useful, immediate view of what is happening within our business that means we deliver the best service whilst also keeping a handle on costs of delivery. We think it's really important as a technology business that we make use of the tools in-house that we are recommending to our customers.”

Lorenzo Gozzi, Founder, Glocal Value



THE SOLUTION



As an ASC, Glocal Value decided to make use of their development licence of Intuitive to explore whether they could address these solutions and build their own in-house dashboards.

One of the development team members was tasked with using the Intuitive core solution to integrate data from various sources (namely Deskoala, Microsoft Dynamics and SQL databases) to create comprehensive overviews of the business processes. The resulting Intuitive dashboards are now displayed on a large monitor screen in the office entrance, providing real-time insights into ticket status and company performance.

This main dashboard displays in near real-time the ticket status for different company areas (development, support, commercial) with a colour-coded health status to alert senior management to any issues.

Different views of this same data-set are also provided in a series of dashboards which are designed for use by team member across the business. These personalised dashboards give them the overview they need related to their role.

"We are always delighted when a partner of ours chooses to use our dashboard software within their own organisation as well as delivering it to their end customers. It allows them to really test out the capabilities and provide a much better end-user experience having done so. When I attended the Glocal Value Partner Summit earlier this year I was very impressed to see what they had built- well done to the team at Glocal Value."

Roger Stocker, CEO Intuitive Business Intelligence Ltd.

NEXT STEPS

Having achieved a great result with these initial dashboards, Glocal Value is now exploring additional use cases, including integration with their in-house Digital Mailroom solution.

They aim to offer pre-defined dashboard views so that the solution is easy to adopt and also scalable. This would provide them with the ability to analyse processing times and identify bottlenecks. They also plan to integrate dashboards into the KPAX fleet management solution also.

They have also recently added the Intuitive for Docuware dashboards into their portfolio too as they aim to offer a wider range of solutions across their customer base.



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