



PROVANCE

IT Asset Management for Microsoft® System Center



Customer Solution
Case Study

Provance® IT Asset Management for Microsoft® System Center

Overview

Country or Region: France

Industry: Accounting, Auditing and Bookkeeping

Customer Profile: Grant Thornton France encompasses the French operations of Grant Thornton International, and is one of the leading accounting, auditing, tax and advisory firms in France.

Business Situation: With headquarters in Paris, a centralized IT team and 1,450 employees spread out over 22 offices in 10 major regions within France, Grant Thornton found that their homegrown IT system was insufficient as an IT Service Management and IT Asset Management solution.

Solution: Grant Thornton selected an integrated and complete IT Asset Management and IT Service Management solution, comprising the Provance IT Asset Management Pack, Provance Data Management Pack and Microsoft System Center 2012 – Service Manager.

Benefits

- Rapid deployment
- Integrated IT Asset Management and IT Service Management for better service at lower costs
- Used existing licenses and deployed software to reduce implementation time and effort

Grant Thornton France adopts Provance® IT Asset Management Pack and Microsoft® System Center to provide world class IT service delivery.

“System Center is incomplete without Provance IT Asset Management. It complements and completes System Center, giving us a single platform to manage our entire Grant Thornton France infrastructure.”

- Bruno de Lattre, CIO

Grant Thornton France required a combined IT service management and IT asset management solution to accomplish its mandate of providing world class IT service delivery. Its existing homegrown intranet powered by a self-built database was not adequate to support 1,450 users in 22 separate offices, spanning 10 major regions across France, at improved levels of quality and efficiency.

A much more robust and powerful solution was required to support the 14-person IT group in their quest to consolidate disparate processes and foster stronger business discipline through use of IT asset management best practices.

“Fiscal year 2013 will be the first time that we will be equipped with a platform and products that will allow us to deliver efficient IT services to the business.”

- Bruno de Lattre,
CIO
Grant Thornton France

Solution

Grant Thornton France short-listed two IT service management products for final consideration: EasyVista™ and Microsoft® System Center Service Manager. At the time of evaluation, Service Manager was a newly released Microsoft product; however, Grant Thornton France had an opportunity to experience the product prior to its debut release as a participant in the Microsoft Technology Adoption Program (TAP).

Grant Thornton France selected Service Manager on the merits of strong functionality aligned with the ITIL® (Information Technology Infrastructure Library) best practice framework for Incident, Problem and Change Management (and subsequently Request and Release Management).

Service Manager also provided out of the box connectors that allowed Grant Thornton France to take advantage of existing deployments of Microsoft Windows® Active Directory and System Center Configuration Manager. As part of the Microsoft volume license agreement in place, Grant Thornton France already had rights to use Service Manager.

IT Asset Management

In addition to the capabilities provided by Service Manager, Grant Thornton France had

further requirements for broader visibility and control of hardware and software assets beyond the IT operational cycle. As an example, the process of verifying and recording the receipt of new hardware assets by their assignees was required. Life cycle processes, such as receive, dispose and retire, required additional IT asset management functionality to track and manage cost, contractual and organizational information.

Microsoft France introduced Grant Thornton to its Gold Certified Partner Provance®. Provance offers a process management pack that runs natively within Service Manager to complement the service delivery and infrastructure management of Microsoft System Center 2012 with powerful IT Asset Life Cycle Management and Software Asset Management.

The Provance IT Asset Management Pack for Microsoft System Center not only provided the necessary supplemental functionality, it allowed Grant Thornton France to administer IT asset management processes within the ITIL® best practice framework for IT service management and to take full advantage of its existing Microsoft System Center deployments and licensing.

For more information
call Provance at 877-438-
1453 or visit the website at
www.provance.com

For more information about
Grant Thornton France, visit
the website at:
www.grant-thornton.fr

Benefits

The joint Microsoft – Provance solution provided the combined IT Service Management and IT Asset Management capabilities necessary for Grant Thornton France to effectively manage the firm’s 1,500 end user computers, 180 servers, 242 printers and 500 software titles across the entire asset life cycle. Furthermore, the ability to use the existing deployments of Active Directory and Configuration Manager reduced implementation time and minimized training. Software costs were minimized and greater value was realized from the Microsoft volume license agreement by using Service Manager licensing already in place.

“System Center is incomplete without Provance IT Asset Management,” said Bruno De Lattre, CIO. “It complements and completes System Center, giving us a single platform to manage our entire Grant Thornton France infrastructure”.

The Provance IT Asset Management Pack allowed Grant Thornton to extend the value of the IT department’s System Center solution to significantly enhance IT service management efficiencies and significantly improve the end-user experience. According to CIO Bruno De Lattre, “Fiscal year 2013 will be the first time we will be equipped with a platform

and products that will allow us to deliver efficient IT services to the business.”