💛 Thomas Cook

Customer Profile

Customer: Thomas Cook
Northern Europe

Website: www.thomascook.se

Industry: Travel & Hospitality

Region: Northern Europe

Size: 2.500 Employees

WebFront for Service Manager

By delivering the Service Manager console in a web browser, WebFront for Service Manager helps Thomas Cook Northern Europe to manage their daily work in Microsoft System Center Service Manager™.

Thomas Cook Northern Europe decided to implement WebFront for Service Manager to streamline incident management within the organization. Their IT employees are deployed across Northern Europe and WebFront for Service Manager enables them to simplify and speed up IT operations, creating time and cost savings.

> "WebFront for Service Manager brings our organization flexibility, simplicity and efficiency within incident management procedures"
>
> Sami Breinholt, IT Operations Manager, Thomas Cook Northern Europe

Product Overview

- ♻ Web access to System Center Service Manager
- ♻ Well-known interface
- ♻ Optimized for the web
- ♻ Enables scalability, redundancy and load balancing
- ♻ Supports direct links for work items and configuration items
- ♻ Supports form customization
- ♻ Available in all 23 languages supported by Service Manager

Business Situation

Thomas Cook Northern Europe is Europe's most profitable travel group and serves 1.500.000 passengers per year. Ving, a subsidiary of Thomas Cook Northern Europe, is Sweden's leading tour operator and offers package holidays to over 500 destinations in 50 countries. Thomas Cook Northern Europe is part of Thomas Cook Group plc, listed on the London Stock Exchange.

The IT departments, located in Stockholm and Copenhagen, consist of engineers and developers who work with System Center Service Manager on a daily basis. Since they manage work item tasks from personnel all over Europe, flexibility and simplicity are important factors for effective communication. WebFront delivers this extra functionality by providing the IT employees with the key features of Service Manager, available through a web browser.

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Return On Investment

12 months:
Estimated ROI   12.750€

24 months:
Estimated ROI   31.070€

36 months:
Estimated ROI   49.977€

Note: Estimated ROI is based on an average of six work items per employee per year. Calculation is based on one hundred WebFront analysts.

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Solution – WebFront for Service Manager

The web console provided by WebFront for Service Manager enables optimized web access to System Center Service Manager, with reliable and scalable web technologies hosted on the Microsoft Windows® Server platform. IT staff at Thomas Cook Northern Europe are thus able to access and work in Service Manager without any limitations. Incidents and service requests, as well as, change requests are easily managed directly in the web console – no complex installation is required. WebFront can easily be customized for different environments and needs. For Thomas Cook Northern Europe, whose organization demands a highly customized solution, the form customization feature is an essential function in WebFront.

Tour Operator sees the benefits of working online

According to Sami Breinholt, IT Operations Manager at Thomas Cook Northern Europe, the main advantage of using WebFront for Service Manager is that the web console is fast, flexible and simple to use. Sami Breinholt and his colleagues don't need to spend a lot of time on demanding installations or troubleshooting – they can easily log into WebFront and start working directly. Since the web console is based on the same principles as the standard Service Manager console, users feel at home while working in WebFront. In summary, the result of the implementation of WebFront at Thomas Cook Northern Europe is improved performance in the IT management area.

WebFront saves up to 20.000€ annually

Using WebFront for Service Manager enables Thomas Cook Northern Europe to save a large amount of time while managing work items. Since implementing WebFront, Thomas Cook Northern Europe saves nearly 20.000€ annually according to time savings in two main areas: Direct links which enable rapid direct access to work items and configuration items utilizing email work flow. Estimations show that it is possible to save an average of two minutes on each work item when using WebFront for registering work items and accessing them during their life time. This provides the user a return on their investment after only 12 months.

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