

HCLSoftware

Leading Italian MSP Drives Growth and Efficiency by Replacing Tier 1 ITSM



**HCL BigFix
Service Management**

Customer overview

A leading Managed Service Provider (MSP) headquartered in Italy specializes in IT service management, digital transformation, and business process outsourcing solutions.

With a strong presence across multiple industries, the MSP supports global enterprises in optimizing IT operations and delivering superior customer experiences.

The company also provides multilingual service desk solutions, advanced cybersecurity services, and AI-driven automation to enhance business efficiency.

Business challenges

As this MSP scaled its services, it encountered escalating costs for necessary customizations, turning its incumbent ITSM solution into a bottleneck. This hindered operational efficiency and restricted business growth, making it increasingly difficult to manage IT services effectively and meet evolving customer expectations.

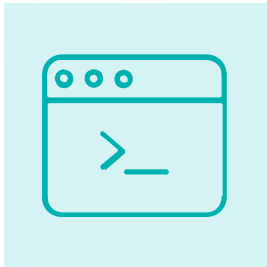


The MSP faced several critical issues with its incumbent ITSM system:

- **Dependence on technical expertise:** Customizing and maintaining their ITSM platform required specialized coding skills, leading to restricted growth.
- **Scalability roadblocks:** Their rigid and complex ITSM infrastructure restricted expansion and innovation, making it challenging to meet increasing customer demands.
- **Substantial investment for AI implementation:** The incumbent ITSM tool lacked seamless AI integration and required significant investment to implement effective AI-driven automation.
- **High maintenance costs:** Managing and scaling the ITSM platform was expensive and time-consuming, negatively impacting overall profitability.

HCL BigFix Service Management Solution

To address these challenges, the MSP transitioned to HCL BigFix Service Management, an AI-driven service management solution designed for flexibility, automation and scalability.



No-code administration

Empower IT teams to configure and tailor workflows without coding.



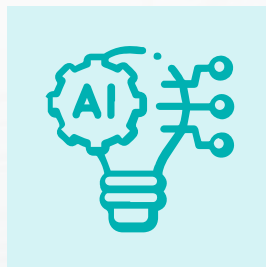
Faster onboarding

Streamline customer onboarding with lower setup times and improved service delivery.



Lower costs

Minimize customization efforts with out-of-the-box capabilities.



AI-driven efficiency

Automate routine tasks, preemptively identify potential issues and optimize resource allocation.

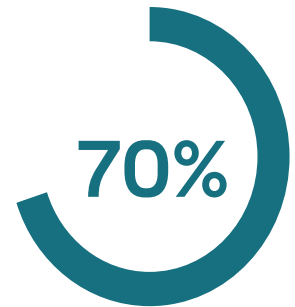


License compliance

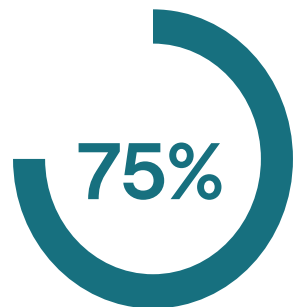
Enable effortless scalability through transparent licensing, eliminating surprise costs.

Business impact

These improvements enabled the MSP to serve more clients efficiently, reduce operational costs and accelerate time-to-market for new IT services.



cost savings achieved
through no-code
configuration



faster customer
onboarding



Published new
services in **hours**
instead of **days**

Conclusion

By replacing its incumbent ITSM platform with HCL BigFix Service Management, the MSP successfully modernized its IT operations, achieved significant savings and improved service delivery.

The no-code capabilities and AI-driven automation empowered them to scale efficiently, drive innovation and provide superior IT services to global clients.

With HCL BigFix Service Management, the MSP now has a competitive advantage in the ITSM space, offering faster service delivery, cost-effective operations and AI-powered automation that sets it apart from traditional MSPs.



About HCL BigFix Service Management

HCL BigFix Service Management is an AI-driven service management platform designed to help enterprises and MSPs streamline their IT operations, improve service delivery and enhance automation through advanced AI-driven capabilities. It harnesses the power of predictive, cognitive and generative AI to enhance operational efficiency by automating tasks and optimizing resource allocation.

Unlike complex and siloed service management systems, HCL BigFix Service Management offers an intuitive platform with no-code configuration capabilities. This enables organizations to streamline service management without relying on specialized coding skills. Through its multi-supplier integrations, it seamlessly integrates with existing tools and services and provides flexible deployment options to meet specific business needs.

With HCL BigFix Service Management, organizations can transform their service management and achieve rapid time-to-value.



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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ Economy by developing, marketing, selling, and supporting solutions in five key areas: business and industry solutions, intelligent operations, total experience, data and analytics, and cybersecurity. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including most of the Fortune 100 and almost half of the Fortune 500.