



33% fewer help desk emails

30% reduction in triage staff

+6,000 tickets/mo submitted



## The Barry Callebaut Group



### INDUSTRY

Manufacturing: Food



### CHALLENGE

Deliver efficient, cost-effective shared services and a single global process for a diverse, geographically dispersed global business undergoing dramatic growth.



### SOLUTION

Remedyforce provides a cost-effective, cloud-based solution with a proven process model for centrally managing issues, inquiries, and requests from stakeholders around the world.



### PARTNER

**INFRAVISION**

InfraVision

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

# \$6.8B cocoa manufacturer Barry Callebaut supports rapid growth and employee productivity with cloud-based IT service management

## BUSINESS CHALLENGE

Switzerland's Barry Callebaut Group is the world's leading manufacturer of high-quality chocolate and cocoa products. To support its close to 10,000 employees and more than 50 production sites worldwide, the company established a European Shared Service Center for managing tickets related to technology, human resources (HR), supply chain, accounts payable, accounts receivable, general ledger, master data, and other functions. The shared services model is delivering economies of scale that are reducing support costs and helping the company handle its 9.1% compound annual growth rate (CAGR) over the past five years.

## BMC SOLUTION

Remedyforce, the service management application within the Salesforce.com platform, backed by consulting and education services from BMC partner InfraVision, is the technology foundation for the shared services model that manages inquiries, issues, and requests across multiple business functions.

## BUSINESS IMPACT

Remedyforce is driving efficiency and reducing costs, thereby addressing the expansion, innovation, and cost leadership pillars of Barry Callebaut's ambitious growth strategy.

- Self-service submission of IT service management (ITSM) tickets resulted in a **33% drop in calls and unstructured email messages, eliminating many hours of effort** spent on ticket creation.
- Automated triage and routing of the majority of ITSM tickets **reduced the triage staff by more than 30%** and, because of increased efficiency, the remaining triage staff members have time to work on more strategic efforts.
- Employees around the world enjoy the convenience of a **single point of entry for all inquiries and requests** and consistent and timely handling of tickets.

"Remedyforce captures data and generates meaningful reports that provide managers at all levels with visibility into what's happening in their departments," says Steven Vandamme, global chief information officer, the Barry Callebaut Group. "As a result, they have actionable data that improves decision making."

