$6.8B cocoa manufacturer Barry Callebaut supports rapid growth with cloud-based ITSM

BMC Helix Remedyforce delivers actionable data that improves decision making.

Steven Vandamme | Global Chief Information Officer | Barry Callebaut Group

**Business Challenge**

Switzerland's Barry Callebaut Group is the world's leading manufacturer of high-quality chocolate and cocoa products. To support over 12,000 employees and 61 factories worldwide, the company established a European Shared Service Center for managing tickets related to technology, human resources, supply chain, accounts payable and receivable, general ledger, master data, and other functions.

**BMC Solution**

BMC Helix 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**

BMC Helix Remedyforce is delivering economies of scale that are driving efficiency and reducing costs while addressing the expansion, innovation, and cost leadership pillars of the company's ambitious growth strategy.

- Self-service submission of IT service management (ITSM) tickets resulted in a 33 percent drop in calls and unstructured email messages, eliminating many hours of effort spent on ticket creation.
• Efficient, automated triage and routing of the majority of ITSM tickets reduced the triage staff by more than 30 percent and allowed the remaining personnel to focus on more strategic efforts.

• The solution created a convenient, single point of entry for all employee inquiries and requests for consistent and timely handling of tickets.

“BMC Helix Remedyforce captures data and generates meaningful reports that provide managers at all levels with visibility into what’s happening in their departments.”

Steven Vandamme | Global Chief Information Officer | Barry Callebaut Group

Learn more:

🌐 Visit the BMC Helix Remedyforce web page