



success story » Sisal SLOT

Trouble Ticketing and Logistics

The Company / The Customer

In its capacity as a concession holder, the company contracts on behalf of AAMS to implement and manage the operation of an electronic legal gaming network through the use of entertainment devices, including associated activity and functions. Sisal Slot S.p.A. offers its customers an integrated NewSlot range. The expertise that Sisal has accumulated over more than sixty years means that Sisal Slot can offer approximately 400 managers, distributors across the national network, a high level of professionalism in the provision of networking and the loan of entertainment devices. In September 2011, it managed more than 33,000 sets of connected equipment, of which it owned 10,000.

The Requirements

Sisal Slot was required to provide a Service Desk system capable of tracing all useful information to register a request, to manage the escalation process and to notify all parties involved in the process. The system had to be able to gauge the SLA for the service provided. In addition, given the critical nature of logistical operations, the system needed to be capable of managing all movement of assets, whether to points of sale or warehouses.

The Solution

Employees of the SIGLA Group, certified as ITIL V3, have guided customers in the creation of integrated processes that combine corporate best practices with consolidated business know-how. The solution provided has been created within the iET ITSM environment of iET Enterprise, a tool for IT Service Management using 12 Pink Elephant 3.1-certified processes to comply with ITIL V3 best practices. The main functions supported are:

- » Management of Call Center/Help Desk activity
- » Management of logistics activities
- » Terminal Surveying, Server Room, Router Room
- » Integration with third-party systems (suppliers for on-site interventions, logistical systems, etc.)
- » Complete SLA Management for each process
- » Personalised reporting and KPI extraction

Sisal SLOT

SECTOR

Gaming

FUNCTION

Service Desk and asset logistics management

CHALLENGES

Creating a centralised system making it possible to monitor SLAs

SOLUTION

ITSM iET Solution suite
Service Desk and Change Management processes

BENEFITS

Integrated management of logistics processes and Service Desk
Reduction in costs
Increased service levels

The solution, which customers can access from a Windows client, a web client or mobile device, can easily be configured by an administrator without the need for software development. For example, it is possible to build an action plan to swap a terminal and to install it as part of a movement process, or to build a template to automatically request/initiate a change or a particularly common ticket.

The implemented processes are Service Desk and Change Management:

Service Desk

The system released makes it possible to track all useful information to register a request, to manage the escalation process and to notify all parties involved in the process. The information flows within the various working groups can be configured by an administrator. Technicians on the ground can access the system both by email and on the web: each intervention may thus be monitored in real-time and each technician can access all the information she requires to resolve the problem as soon as possible.

Each intervention draws on information about the asset that is the subject of the intervention and the number and the type of any spare parts used.

The system manages supplier interventions via email, notifying them about assigned interventions and updating the system following receipt of the email.

Also provided are prompt notification of the SLA timing according to custom logic and personalised calendars for each point of sale.

All information based on data can be easily extracted for various purposes, for example:

- » KPI monitoring and performance analysis;
- » monitoring of SLA levels;
- » export to third-party management reporting tools (for example: QlikView).

Change Management

Logistical operations play a particularly important role at Slot. The Change Management process offered by the ITSM environment is used to track and coordinate logistical operations among all parties involved.

The Change Manager initiates a change that may correspond to the movement of assets to a point of sale on the ground, rather than a series of codified operations that take place in the warehouse. Each change uses one or more assets depending on the operations and an action plan.

Each step in the action plan may be assigned to an operator or a group of operators, and the completion of each action unblocks any dependent actions.

The Change Manager may monitor the progress of change and influence its advancement, if necessary.

As for the Service Desk, an email exchange with suppliers is in place to co-ordinate automatically the actions that will follow. Even here, everything in the database can be extracted according to the operators' requirements.

Examples of Sisal Slot activity designed and developed by the SIGLA Group include:

- » Open a call with few clicks. For example, faced with recurrent requests from clients, it is possible to compile responses in checklist format showing the steps required to resolve the call.
- » Identify the solution and make use of better solutions that have already been implemented and are quickly available to be consulted.
- » Open, update and close a ticket or change by email.
- » Track all data that is typical of an ADI or VLT terminal (model, serial, components, start and end date for guarantee, real-time locating, etc.) and make it available to those who need it (on-site technicians, call centre operators, specialist technicians).
- » Manage activity associated with logistical siting operations via the web.
- » Monitor SLA-related statistics.

The Benefits

The system draws on the extensive experience of the SIGLA Group in the games market and its know-how of IT Service Management processes.

The management of processes according to clearly consolidated and specified standards for the sector has made it possible to carry out operational activities so as to minimise time and cost and to improve service levels.

Increased configurability and the option to integrate with third-party systems show that this is a dependable solution that responds to the requirement of Sisal Slot's business.