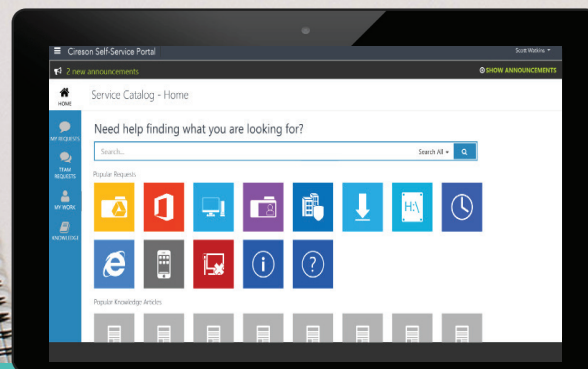


Cireson Platform Helps Addenda Capital Bridge the Gap Between Multilingual Systems and Increased Efficiency



Addenda Capital is an investment management firm providing solutions for institutional and high net worth clients. The company's 50 investment professionals manage bond, equity, commercial mortgage and specialized investment strategies for its clients. Since the IT team is bilingual with French and English staff located in four offices, it creates a unique challenge for the team to have all help desk interfaces perfectly synchronized in both languages.

CANADA
COUNTRY

FINANCE
INDUSTRY

BUSINESS MANAGEMENT SOLUTION
CIRESON SOLUTION

50+
SIZE

HOME-GROWN SOLUTION
FORMER SOLUTION



Multilingual Support for International Environments

As Addenda Capital's staff speaks both English and French, they needed to run the Cireson Portal simultaneously in both languages. Cireson's flexibility enabled them to use multilingual interfaces and synchronize work items.



Improved Efficiency from Intuitive Interface

The entire Cireson experience comes with a user-friendly, intuitive interface allowing every service request and incident to be viewed, resolved, or re-assigned from a simple, unified interface, available via the cloud or on premise.



Automated Workflows Improve End User Support

By automating many of the everyday service management tasks, Cireson's solutions enabled the IT staff to focus on proactive support of their end-users, instead of wasting time on manual tasks.

PROBLEM

Addenda Capital's previous help desk software was a basic solution that eventually became too small for their needs. The system was too slow and inadequate to process and work on daily service requests. Addenda Capital looked at various solutions and decided to deploy Microsoft System Center, alongside Service Manager that came as a bundled offering.

As the team had to have Service Manager running in both English and French as a parallel deployment, they had to make sure that every screen, button, and menu item was exactly the same in both versions. Once the deployment work was finished, it was clear that many layout items in the English version were not the same as in the French version. Some of them weren't translated correctly, while others were simply hard-coded.

For months, the IT team endeavored to translate and fill in the missing pieces. It was their very first experience with Service Manager, which contributed to the challenge. Even after significant work, the problem remained the same: the need for a multilingual solution. While re-evaluating help desk products once more, the IT team landed on Cireson. Very quickly, it became apparent that Cireson's apps were designed to solve the exact problems the team was faced with. Encouraged, the team resolved to deploy Service Manager together with Cireson, and roll it out to their users on their own timescale.

"Everything in the portal saves time for our users. It is very simple to work with, and every item is easy to find. We couldn't be more satisfied."

Jean-Sébastien Huot
Team Leader, Infrastructure & Technical Support

SOLUTION

Today, Addenda Capital fully embraces the **Cireson Platform**. The **Notify Analyst** app is invaluable in creating workflows to advise analysts of assigned or re-assigned items. The email notifications are sent from an intuitive interface that doesn't require custom coding. The app is fully multilingual, allowing Addenda Capital users speaking French or English to communicate freely.

The **Self-Service Portal** is another solution that streamlined and simplified the work of the IT department, enabling users to create, access and work with their requests in a simple and intuitive way.

Additionally, **My Active Work Items** stands out as a staff favorite. By allowing users to view and work with all their related items from a single screen, it saves valuable time and reduces potential errors. The Addenda Capital users no longer have to switch between views, log into various systems to resolve incidents or provide help with service requests.

For Addenda Capital's small IT department, automation plays a critical role in the staff's daily activities. With less time spent on manually configuring the system, or struggling with problems, they are able to provide better service they can provide to their end-users. Cireson offers the robust automation they need.

With Cireson's help, Addenda Capital's former issues have been minimized or resolved completely, and they have a working, fully functional system to efficiently support their users in multiple locations.

"The new installation was designed from the ground up with Cireson integrated directly into Service Manager. This time, we had very few issues to deal with."

Jean-Sébastien Huot