Cireson Solutions Empower The Wonderful Company's IT Team to Complete Tasks 5X Faster

The Wonderful Company (formerly Roll Global) is a private holding company for a number of well-known brands such as Paramount Farms, POM Wonderful, FIJI Water, and numerous others. Headquartered in Los Angeles, CA, The Wonderful Company has 5 offices in the US, and 13 total offices across the world.

UNITED STATES	FINANCE	BUSINESS MANAGEMENT SOLUTION	55	TRACK-IT!
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

User-Friendly Apps Make all the Difference

The Wonderful Company's analysts can now focus on their daily tasks without extensive training, quickly processing user requests from a unified, interactive interface as the Cireson solutions unify its backend databases.

Dispersed Teams, Shared Knowledge

When emergency tasks arise, the analysts can now share their knowledge, and pitch in whenever necessary to solve urgent problems from any location.

Tasks Are Completed Five Times Faster

The Wonderful Company's IT team has experienced a five-fold boost in productivity when compared to the time it took to process requests using their old help desk system.

PROBLEM

The Wonderful Company's original help desk solution was Track-It! from BMC Software. It enabled the IT team to track user requests, and generate basic reports. However, as The Wonderful Company continued to grow, the old solution ended up having not enough functionality for the team. In addition, it was difficult to configure for Linux, and it didn't provide many integration options for the rest of The Wonderful Company's environment.

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> *Son Duong*
> *System Engineer*

The Wonderful Company's IT team first deployed System Center Service Manager in September 2011. "We're mostly a Microsoft shop. So we thought System Center would work great for us," said Son Duong, System Engineer. Initially, the team envisioned using Service Manager alone, as a complete replacement of the original help desk solution. After a few months of working with Service Manager exclusively, it became clear that it was too complex to use on its own. The Wonderful Company's team was simply not getting the productivity boost they expected when they decided to go with the solution.

When the time came for an upgrade, the IT department turned for help to a team of professionals. They hired Cireson to help them with the upgrade. In addition, Roll's team also chose to deploy **the Cireson Platform**, to simplify and enhance the daily management of Service Manager.

SOLUTION

The integration of Cireson solutions didn't present any implementation or upgrade challenges. Today, The Wonderful Company utilizes most of the solutions Cireson offers. Some of their favorites include **Analyst Portal, Outlook Console, Preview Pane,** and **View Builder**.

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> *Son Duong*

The Analyst Portal enables the team to keep track of all global user requests. About half of the IT team works outside of their headquarters in Los Angeles. Now they benefit from a centralized portal that can be accessed from anywhere any time.

The **Outlook Console** is another solution that has simplified and improved the life of the Wonderful Company's analysts. By enabling the analysts to manage their daily activities from the Outlook window, it eliminates the need to switch between various solutions to answer user requests and resolve incidents.

The **Preview Pane** app offers the team an easy and convenient way to access all their work items, including document attachments. "We no longer have to leave the portal to get details on every work item," said Son Duong. "With one click, we can see all the details relevant to each item."

After using Cireson together with Service Manager for over a year, the team can now clearly see the benefits of the joint installation. "We are more productive than we used to be. Our turnaround time for resolving incidents is much faster. By using detailed incident tracking, we can process more data in less time," said Son Duong.