

# TRANSFORMING IT SUPPORT AND WORKPLACE EFFICIENCY

Business France automates IT support globally to boost staff productivity in an increasingly competitive world



Federal Government | France

## Business needs

Business France wanted to help personnel worldwide be at their best when promoting French companies globally and bidding for inward investment, by automating support processes on local servers and client devices at the agency's 87 offices.

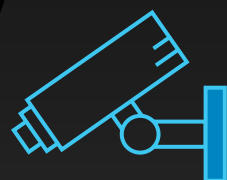
## Solutions at a glance

- [Enterprise and Client Support](#)

## Business results

- Automates IT support delivery, transforming performance
- Gets new devices to personnel faster with factory-installed software
- Frees up IT time with management and support automation
- Removes need to plan updates in advance with automated scheduling

Minimises disruption to staff through **proactive monitoring**



Saves significant **travel costs** by updating servers remotely





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Benjamin Ogier, IT Project Manager, Business France

Business France, a government agency, promotes French businesses around the world while endorsing France as an investment location. It has numerous employees working across its 87 offices in 124 countries.

The agency competes against similar organisations from other countries, whose governments are also keen to promote their businesses and attract investment. To be successful in achieving the organisation’s aim, Business France staff must be highly effective. Their daily work relies heavily on IT, so a day without a functioning laptop or access to data on a server is a day of lost opportunities.

## Manual support process limits performance

To minimise disruption, and maximise employee productivity, Business France looked to automate IT support. Up to this point, support, which is provided by IT teams in Paris and Barcelona, was based on manual processes, which led to several challenges. For instance, IT staff had to physically update local servers onsite. In addition, they had to build the software image for the company’s 2,000-plus client machines—mostly laptops—before shipping them out. It wasn’t just time consuming—it meant staff could be without functioning IT for as long as 24 hours.

Benjamin Ogier, who is now in charge of automating support processes, says, “We wanted to deliver a better level of service to our personnel by being more proactive in the way we provided support. We looked to automate support wherever possible to cut down the time and expense of providing assistance to such a highly distributed network of offices.”

## Automating support with a trusted advisor

Business France turned to Dell EMC, its longstanding IT solution provider. Dell EMC proposed OpenManage Essentials (OME) to help manage servers more efficiently. Using OME, Business France was able to automate lifecycle management across all its servers. This ensured rapid deployments, and 24x7 performance monitoring. OME was combined with SupportAssist for

Enterprise Systems to monitor hardware failures and generate incident reports for ProSupport Plus engineers to review.

For its client devices, Business France implemented SupportAssist as part of ProSupport Flex for Client. Business France also engaged ProDeploy to install the agency's software image at the Dell factory, freeing up the IT team from the task and saving time. The SupportAssist solution actively checks devices' hardware and software performance. Then, it raises alerts—sending them automatically to Dell EMC engineers if performance in either area drops. Furthermore, the agency's IT personnel began working with a Dell EMC Technology Service Manager (TSM) to coordinate support activities and speed up resolution processes.

## Transforming IT support transforms performance

By automating support, Business France can ensure personnel worldwide have the IT behind them to maximise their productivity. When it comes to promoting French business at an event or presenting to potential investors, staff get the laptop performance and server access they need to do their jobs successfully.

Benjamin Ogier uses the example of updating servers with OME to highlight the improvement in the agency's operations. "We don't have to plan updates anymore, or fly IT staff to local offices because everything is automated with OpenManage Essentials. People stay focused on doing great work while OME works quietly in the background," he says.

## Ticketing automation ensures less disruption

The likelihood of a laptop malfunctioning is significantly reduced because SupportAssist monitors performance 24x7. "This means that we can see, for example, if a laptop battery is starting to fail, and order a new battery before the old one stops working," says Benjamin Ogier. "We can proactively identify issues before they become problems with SupportAssist, and enable staff to stay productive."

He adds, "We have more time to focus on strategic IT tasks because support tickets on client devices are handled automatically by SupportAssist. On top of this, because new devices arrived with our image preinstalled by ProDeploy, we can ship them out to our offices, saving us more time."

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Benjamin Ogier, IT Project Manager, Business France



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