



Unified Management of Change Requests, Assets, Tickets and Inventory

Business Overview

Condé Nast is one of the world's largest publication companies and the owner of brands such as Wired, Vogue, and Vanity Fair. It publishes more than 126 magazines and 104 websites, representing 24 markets around the globe. Condé Nast combines the power of its brands, the passion of its people, and a broad consumer reach to help support meaningful change in the community and world.

Challenges

Just as Condé Nast leads trends in the consumer world, so its IT department is at the forefront of developments in the digital world. These include the need to provide ever faster, more precise, and more cost effective services to the organization. Peter's team recognized that in order to meet these goals, they had to integrate ticketing, asset management, and inventory on a common platform and then add event monitoring and automate ticket creation.

The Search Process

The selection committee reviewed close to a dozen systems from major vendors with a focus on cost, openness, and ease of integration. Rather

"Agiloft's openness and flexibility really helped us become a process driven company. We can now resolve problems in less than half the time."

**-Peter Charlton,
IOC Manager**

than accepting a generic demo, they instituted a rigorous process by which each vendor had to actually demonstrate how their system would address specific business processes and give a firm quote for implementation costs.

Agiloft was one of a few systems that was able to meet this challenge and the clear winner in terms of flexibility and TCO.

Agiloft Solution

Agiloft has given Condé Nast an integrated system for change requests, ticketing, and asset management, together with workflows that reduce

CONDÉ NAST

Industry

- Magazine and Web Publications

Challenges

- Combine multiple processes on a single platform
- Integrate with event monitoring
- Reduce response times

Agiloft Solution

- Automate and manage processes through workflows
- Integrate change requests, assets, tickets, and inventory management with event notifications
- Add circuit management without writing a line of code

Benefits

- Cut ticket creation time to five seconds
- Comprehensive reports for yearly audits and show-backs
- Reduced staff overhead
- Centralized processes and workflows without needing external consultant

Condé Nast Case Study

the load on the Network Operations Center (NOC) staff and minimize downtime. For example, when a server is being upgraded in response to a change request, a flag is set on its asset record to suppress alerts during that period.

Integration with the Netcool monitoring system has provided further automation. Data in Netcool is enriched with Agiloft information, such as the server's function, location, and manufacturer. A button in Netcool can create an Agiloft ticket in less than five seconds. Previously it took over a minute to create such a ticket.

The time required to resolve issues has also been cut by a factor of two or more. Because Agiloft provides a rapid full text search on multiple tables concurrently and executes complex searches, the NOC staff can immediately identify what changes might have caused a performance degradation without having to search multiple tables in separate systems and then consolidate the results.

Reporting is key because it reflects accountability. As Peter notes, "If you cannot report on it, you did not do it." Now the NOC staff can report not just on how many tickets are in the system, but the number of tickets handled per team, per business unit, and how long they took to resolve. For example, the report might show that a particular newspaper was taking 17% of resources, but only paying for 5%. This kind of report both drives and justifies staffing decisions and internal accounting. For yearly audits, they are easily able to extract and present the data that show what the department is doing.

The net result of all this has been to turn Condé Nast IT into an organization that is both process driven and agile. Peter is able to adjust processes and implement new ones in matter of hours, without writing a line of code.

New Developments

The ability to configure Agiloft without programming is key to its flexibility. For example, Peter recently created modules for vendor management circuit management in less than a day. Now the NOC staff can set a data circuit to inactive and automate checks that they are no longer paying for it.

Condé Nast IT provides support for another seventeen organizations and has set up the local IT teams with an ability to interface with them through the Agiloft portal. This has both reduced the overhead of providing this service and response times.

"Having a system that allows us to seamlessly report on things is very helpful."

- Peter Charlton

Let Us Show You

What Agiloft has done for Condé Nast, it can do for you. We can show you. In a matter of hours, we can set up a custom demo of your toughest business process as proof that Agiloft really can meet your needs. Just give us a call at 1-888-727-2209.

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