

# Success stories: North American Beverage Organisation

## Quality of Service & Reputation brings back one of the biggest Global Brands

This organisation is on a mission to be North America's best food and beverage company. With over \$19Bn in annual sales and 98% of all North American households using their products this organisation is a well respected global brand. With such a high customer profile, delivering services and making sure IT is reliably available to support the business is key. They embarked on a challenging global deployment of the Remedy ITSM Suite. Working with existing Global System Integrators from the US & India, it became apparent that the levels of service and skills required for this mammoth task just couldn't be found. They decided to look for a new partner half-way through the project - risky, but the decision was made in order to hit aggressive timelines with an efficient service delivery. Fusion were recommended by the UK subsidiary. As a 'trusted' supplier of the UK subsidiary for over 8 years, they knew of our reputation, customer service skills and our impressive portfolio of BMC service offerings.

### The problem

Global System Integrators lacked relevant 'specialist' skills.

Aggressive deadlines to be hit as they split their global operations across geographies.

Once live, skills were needed to manage the applications and stability issues.

Support required of legacy systems during the deployment.

A new 'trusted' partner was needed globally.

### The solution

They were able to call upon one of the largest certified BMC resource pools in the BMC eco system for consultancy & support services.

Fusion were able to supply skilled resources to work in the UK & US. Managed Application Support was put in place to support the large project teams and legacy applications.

The concept of 'Service delivery' from Fusion is in place – covering consultancy engagements and the management of BMC support & maintenance.

### The benefits

They have the same level of service in all of their key Geographies from one partner.

Dramatic fall in service outages.

Flexible access to globally certified consultants to hit deadlines as and when required.

A BMC partner that delivers greater value in the organisation than existing SI's and is flexible.

