

# Success stories: Global Cruise Company

## Medium sized Service Desk and Change Management Implementation

A global cruise company, were looking to implement an ITSM solution to underpin their rollout of ITIL processes across the business, including IT support on board the ships. The solution is to support 150 support staff located both on shore and at sea.

### The problem

They had a number of home grown solutions covering incident and change management which did not provide an integrated solution or any service level management functionality.

### The solution

Deployed BMC Remedy Service Desk, including: incident & problem management at the head office and on the ships using Remedy ITSM7.5

Synchronized the on board help desks with the head office service desk.

Dedicated 45 days to incident management, SLM & problem management, with 55 days for change management, making the lapsed time of 3 months for the installation, configuration, training and rollout including on instance on board a ship.

### The benefits

Defined Service level agreements which would cater for incidents logged in multiple time zones.

Configure key services supported in the CMDB.