

AIRBUS

Putting the User at the Heart of the Business

100,000 users united through a self-service portal that simplifies the management and follow-up of incidents.

Summary

Airbus, the world leader in aeronautics, aerospace and associated services, has chosen Liferay to deploy a self-service IT Services portal to simplify incident management and knowledge sharing via a single access point.

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Transparency, collaboration, sharing and empowerment are at the heart of our Open Source philosophy. Adopting the “Open Way of Working” is all about making our business activity user-centric and quickly developing innovative and scalable solutions.

Nicolas Fanjeau
Information Technology Manager

In Brief

Industry:
Aeronautics

Country/Region:
France

Use Case:
IT Services portal

Key Features:
Knowledge base, incident management, request tracking, alerts

Challenges

- Offer users a user-centric experience
- Combine approximately 15 ITSM tools into one solution
- Make users less dependent of the Service Desk for incident management

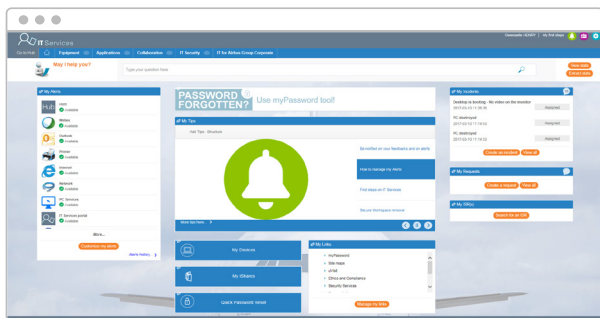
Results

-  **Increased Productivity**
Thanks to the autonomy that the portal offers to users
-  **Cost Control**
30% decrease in the number of incidents for the Service Desk
-  **Efficient Self-Service**
+30% of incidents created via the portal
+300 ready-to-use templates
-  **Great use of the Portal**
290,000 visits and 2,200,000 page views in 10 months

Go Faster through Open Source

Open Source is definitely a priority for Airbus. Staying competitive means working quicker and increasing productivity. To increase the production levels in factories, IT tools, among others, need to be delivered more quickly. In 2015, Airbus shifted to Open Source and deployed new user-centric tools.

“Open Source is an integral part of our strategy. We are increasing productivity thanks to better quality tools that are quick to implement, flexible, and have a much more interesting TCO than proprietary solutions,” explains Nicolas Fanjeau, Information Technology Manager.



Open Source is also a means of innovating that is not limited to technological aspects. It offers teams a different working method that is more open and flexible to work with. Airbus has therefore created a philosophy called the “Open Way of Working” that is based on transparency, collaboration, sharing and empowerment.

Putting the User First

To increase motivation and efficiency among the teams, the Airbus Aircraft division decided to consolidate its ITSM tools into one user-centric solution. Due to its rich features and customization capacities, Liferay’s technology was selected for deploying the self-service portal to 100,000 users (engineering, program, etc.). The aim is to make users less dependent on IT support and reduce the number of emails and calls received by the Service Desk.

“The user likes being autonomous. That’s why we are offering a personalized tool at his service. The user can make a request, monitor its resolution, interact with IT teams and have a better visibility on the status of services,” explains Véronique Charbonnel, Project Manager at Airbus. This approach enables the Group to make IT more attractive and break down organizational silos while enabling the user to take ownership of the IT system.

A pilot was put together in just one month. From February to June 2016, the pilot was rolled out to 4,500 users and enabled the teams to receive broad feedback on a daily basis and deliver a new version, in agile mode, every week. In June 2016, the portal was officially rolled out to 100,000 users across Europe.

30% Reduction in Incident Management

The portal was soon utilized by many, with 290,000 visits and 2,200,000 page views in ten months, with a peak of 18,000 page views per day. With approximately 1,200 incidents created per day on the portal, the Service Desk now manages 30% less incidents, which facilitates better cost control and enables incidents to be resolved quicker.

A mobile app has also been developed. This app offers the same features and personalized services as the portal:

Knowledge base: The user can perform a keyword search and see available articles that he or she can like, comment on or share.

My incidents: 300 ready-to-use templates enable incidents to be created, updated and tracked. In addition, these templates provide IT support with the essential information without them having to re-contact the user.

My requests: The user can track his or her requests, such as a request for a new computer or a new application, in real time. More than 15,000 requests are created every month.

My equipment: The user can see all his or her equipment in real time: computer, telephone, screen, etc.

My alerts: The user receives an alert as soon as an application encounters a problem, which avoids the Service Desk from becoming saturated. The user can also sign up to receive notifications for services that he or she uses in the portal.

A Need for Change Management

At the exits of the cafeteria, flyers, videos, banners, slogans, stickers, big-screen announcements...nothing was left to chance. A plethora of events and communication tools were used to support a project of this magnitude. Dedicated communities provided key user information and recorded various opinions and feedback. Floor stickers were even used to help lead employees to the market places. A simplified access to the portal was also available via an icon on the navigation menus.

In short, this project was guided from start to finish: from choosing Open Source to implementing self-service and engaging communication. All with the same aim: putting the user first.