



CLIENT TESTIMONIAL



“The versatility of C2 Enterprise, the support requests centralization allowed by this solution, and its great flexibility made possible to significantly increase the efficiency of Fasken Martineau services which use C2 Enterprise.”

– Rachelle Thompson,
Help Desk center, Supervisor,
Fasken Martineau

ABOUT FASKEN MARTINEAU

Fasken Martineau is one the world’s leading international law firms. Specialized in business law and litigation, Fasken Martineau has offices in Canada, United Kingdom, France and South Africa and employs 700 lawyers. Firm practice includes a broad range of sectors in business and government administration, its experience comes from more than a century of legal practice. Fasken Martineau draws on these one hundred years of experience to help its clients to plan their strategies and to find creative, efficient and competitive solutions.

FASKEN MARTINEAU HAS CHOSEN C2 ENTERPRISE TO INCREASE THE EFFICIENT OF ITS TECHNICAL SUPPORT SERVICE AND OTHER FIRM SERVICES

Issues

Fasken Martineau law firm was willing to improve the management of the technical support requests sent to its help-desk center from three of its offices. For Fasken Martineau management it was essential to centralize the requests to be able to assign them individually to the most appropriate specialists. To increase the assistance services efficiency, it was also necessary to automate the requests follow-up under certain conditions.

Solution

To achieve these objectives, Fasken Martineau decided to use the Intermail and Interaction modules of the C2 Enterprise ITSM system. Since Fasken Martineau was already using this system for some years, it was only needed to add those two modules and to set them to implement the desired centralization and automation. Subsequently, the Webclient and Profiler modules have been successfully used to facilitate the submission of certain requests and for the collection of critical information.

Benefits

C2 Enterprise solution having effectively responded to the technical support service needs, Fasken Martineau decided to expand its use to three other services (Translation, Library and Central Index), which are also very satisfied with C2 Enterprise solution. The significant flexibility of C2 Enterprise not only allowed the firm to increase the efficiency of each of its users services, but also to achieve significant cost savings by enabling Fasken Martineau to customize the system according to the firm specific needs.

FIRM OVERVIEW

Our ongoing commitment to quality

Fasken Martineau is one of the world's leading international business law and litigation firms. With 700 lawyers, the firm has offices in Canada, the United Kingdom, France and South Africa. Our practice includes every sector of business, industry and government.

Our approach is built on relationships. That means a comprehensive and sustained focus on service at the highest levels throughout our entire firm to meet and anticipate your evolving needs. Quite simply, the building of relationships starts with listening to you, our clients.

Our international excellence, sector expertise, integrity and ethics have earned us numerous prestigious accolades such as being named a top corporate dealmaker by Lexpert; consistently distinguished in the Canadian Legal Lexpert Directory, the prestigious Chambers Global Guide to the World's Leading Lawyers, the International Financial Law Review's Guide to the World's Leading Financial Law Firms, and The International Who's Who of Business Lawyers.

But while we take pride in each of these acknowledgements, we take our greatest satisfaction from our clients who continue to entrust us with their most pressing matters.

What matters most to us is going beyond good results and focusing on your goals and the long-term success of your business.

Technical support optimization

Fasken Martineau help-desk center responds to in-house technical support requests coming from the firm offices in Montréal, Québec and Paris. In the middle of the 2000s, email requests were sent to a main mailbox accessible to all the technical support staff. It was quite difficult to know who was actually in charge of the requests. Moreover, in case escalation was needed during the request processing, the management team wanted to be able to ensure the follow-up. Using flags, the management was looking to automate the process once specific conditions were fulfilled.

Addition of C2 Enterprise modules

For several years already, the help-desk center located in Montréal was using the C2 Enterprise ITSM system, but without centralizing the received emails. "As we were quite satisfied with this solution, we were eager to add new features," says Rachelle Thompson, help desk center supervisor at Fasken Martineau.

The firm management decided to consult the C2 specialists and chose to take advantage of the Intermail module. Thanks to Intermail, assistance requests are

now centralized, and it's possible to know whenever needed if a request has been processed or not and by who. Shortly thereafter, Fasken Martineau decided to implement the Interaction module to automate some follow-up tasks associated with preset conditions.

As the months went by, the help desk center added two other C2 Enterprise modules:

- the Webclient module which allows remote employees, not working in the Montréal, Québec or Paris offices, to use a web form ensuring that all relevant information for a technical support request has been provided;
- the Profiler module which groups together all the critical information for specific demands, thus ensuring the efficiency of the technical support staff.

Extensive use of the solution

Today, some fifteen technical support specialists are using C2 Enterprise for first and second level help desk support. More than 500 employees are likely to use the services provided by the Montréal help desk center, which now receives no less than 120 requests per day. "We answer to requests relating to malfunctions, access,

installations, emphasizes Rachelle Thompson. Fasken Martineau is a law firm, and we also receive lot of demands concerning the use of applications" she points out.

Since 2008, the Translation, Library and Central Index services are also using C2 Enterprise. Those services use C2 Enterprise to process translation requests, research requests and demands to consult the firm records. "We knew that the solution could greatly benefit to other services for their daily operations, comments Rachelle Thompson. So we didn't hesitate to recommend it."

KEY FACTS ABOUT FASKEN MARTINEAU:

Fasken Martineau is a leading international business law and litigation firm

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We are home to 700 lawyers worldwide

The firm has offices in Vancouver, Calgary, Toronto, Ottawa, Montréal, Québec City, London, Paris and Johannesburg

Fasken Martineau is the 3rd largest Canadian-based law firm

Lawyers at Fasken Martineau are repeatedly recognized for their expertise by top legal directories, including:

- Chambers Global
- The World's Leading Lawyers for Business
- The International Who's Who of Business Lawyers
- Canadian Legal Lexpert Directory
- The Guide to the 500 Leading Lawyers in Canada
- The Best Lawyers in Canada

Conspicuous flexibility

According to Rachelle Thompson, C2 Enterprise flexibility is far from being ordinary. "I'm specialized in application support, and I have rarely worked with an application having such flexibility. We can create all the fields we want, and we can do it in both English and French languages. The application also allows us to achieve the development on our own, and to use flags for almost all the components. Considering that we don't have to pay the supplier every time we need to customize the solution, it becomes easier to take advantage of all the product capabilities."

Another example of the C2 Enterprise flexibility, the system helps to respond to very differing needs within Fasken Martineau firm services. "There is a significant dif-

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ference in the way the Help Desk Center and the Translation, Library and Central Index services use the solution, Rachelle Thompson says. We have defined for each service a specific framework, and all the services are quite satisfied."

Finally, "the extensive versatility and the great flexibility of C2 Enterprise, as well as the service management centralization, allowed us to significantly increase the efficiency of all the services which are using C2 Enterprise.", points out Rachelle Thompson.

Ongoing and upcoming projects

Rachelle Thompson's team is working now on the integration in C2 Enterprise of the information stored in the ZENworks systems management suite.

Thus the technical support staff will have access to all the relevant information relating to the technological environment of each individual client.

The Help Desk center supervisor has another short term project: Rachelle Thompson would like to establish an access to the Web-client module for all the users, and not only for a small group of persons as it is the case at the moment. Also, Fasken Martineau is envisaging establishing an automated process for the technical support requests requiring escalation.

"C2 Enterprise flexibility and the great collaboration with C2 specialists will allow us to realize those projects without any great difficulty," concludes Rachelle Thompson.



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