invgate

DiSAGRO®

How InvGate empowered Disagro to organize its IT department

+1,500 end users

25 help desk coordinators / agents

Figures achieved with InvGate

Quick and easy implementation	High adoption by agents	Better communication between various areas of the company

Challenges

- Disagro had low visibility of IT assets
- Uneven and disorganized process of interaction between support and end users
- Lack of asset management processes in the organization

Goals

- Organize the IT organization
- Achieve fuller visibility of the infrastructure
- Optimize Problem Management and Change Management

Improvements

- Implementation of InvGate Service Desk
- Implementation of InvGate Assets

Results

- Improvement of the user experience in the IT service
- Integration of the IT team and more efficiency in its processes
- Better communication between the areas of the company

"Today, the IT team is much more integrated. There is more understanding about what each area should do and what is the expected time to execute the operations"

Donald Tatún
Information Systems
Corporate Manager

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Donald Tatún
Information Systems Corporate Manager

What were your first impressions using InvGate?

I was amazed at how simple the tool has been for customers to adopt. It is very user friendly, easy to configure and implement, and extremely easy to use for agents, coordinators and end users.

How did the move to InvGate improve the ITSM and ITAM maturity of your organization?

By jointly implementing the Service Desk and Assets tools, we increased the visibility of IT assets and improved the agent's interaction with the end user. There has been a definite improvement in quality in the communication between users and support.

Are there any lessons learned that you can share with other users?

The tool has to be implemented with clear policies, procedures, and SLAs. In addition, agents and coordinators should be trained in these new procedures. Otherwise, despite the fact that InvGate has many benefits and functionalities, the project may not be as successful as expected.

Why should other organizations choose InvGate?

All companies have areas that provide services, beyond IT. These types of tools must be implemented in these areas so that there is control over those services. With InvGate, implementation is relatively easy and positive results can be seen in the short term.

High Performer SPRING 2021

Software Advice **FRONT RUNNERS** 2021

Easiest Setup SPRING 2021

More info? No problem!:

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