



Eastspring Investments integrates and optimizes its enterprise service management with the Wolken Enterprise Service Desk

Eastspring Investments, part of Prudential Corporation Asia, is Prudential's asset management business in Asia. We are one of the region's largest asset managers, with operations in 14 markets (including offices in the US and Europe) with about US\$97 billion (about £60 billion) in assets under management (at September 30, 2013). In Asia, Eastspring Investments operates in Japan, Malaysia, Singapore, South Korea, Taiwan, Hong Kong, the United Arab Emirates, Vietnam and Indonesia, and has joint venture operations in India, China and Hong Kong.

CASE STUDY



Customer

Eastspring Investments



Industry

Asset management



Deployment

International -
across the enterprise



Solution

Service and Change
request management through
the Wolken Enterprise



Business Need

Eastspring Investments used a legacy service request system based on Lotus Notes to address internal service requests across the enterprise. The process continually faced performance issues in relation to speed of response, tracking and resolution. Besides, a process for change request and management was non-existent. The approval process dealt was laborious and employed multiple AD systems – adversely affecting time to resolution.

The client's sought to enable its internal ITSM support team to effectively manage all requests – incidents, service requests, change requests and more through a common service support desk. The solution desired needed to seamlessly integrate with Lotus Notes and AD systems as well.



Solution

The Wolken Enterprise Service Desk served as the ideal solution for Eastspring Investments. Through a well-configured service support solution that focused on streamlining the service and change requests process, Wolken Software effectively transformed the client's ITSM workflow.

- Service Request Module
 - Integrated with Lotus Notes for notifications
 - Integrated with AD for login and access
- Change Request Module
 - Flexible workflow
 - Integrated with Lotus Notes for notifications
 - Integrated with AD for login and access



Benefits

The Wolken Software solution helped the client establish an efficient and easy-to-use service management process that helped its employees log in their requests easily and for the IT support team to ensure quick resolutions.

The solution was instrumental for the company to substantially improve internal service across the enterprise.

Contact us

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