



## Teamwork results in optimized request process at JT International



“We singled-out Self Service Portal for its highly intuitive user interface, exceptional robustness and enterprise scalability. With Self Service Portal, Westbury has offered us the best value based on our IT Service Request Management automation needs”.

### A real challenge

The JTI IT management determined that in order to keep up with growing demand for IT services from the business and due to regulatory compliance they needed to replace their current in-house developed application. JTI were facing an enormous challenge of setting up a global centralized, standard and automated request process for IT services and access rights for users, including complex approval workflow with a tight integration to HP OpenView Service Desk. All this should be easy accessible and friendly to use for the nearly 12000 people JTI employs globally.

### It starts with a vision

At that moment in time, Westbury just had released the first version of an application to deliver on its Service Catalog vision. When sharing this vision with JTI, Westbury demonstrated commitment to develop and provide JTI with a comprehensive service catalog and request management solution. After a thorough evaluation, Westbury best matched JTI's vendor criteria and the project could be started.

Westbury worked very closely with JTI to determine their specific needs and translated that into a software solution that matched JTI's requirements. The outcome of this teamwork resulted in a standard, mature and stable software solution: Self Service Portal.

For more information about  
Westbury solutions.  
Please contact us:

EMEA:  
Westbury  
Oud Loosdrechtseweg 52c  
1231 NB Loosdrecht  
The Netherlands  
Tel.: +31 (0)35 582 12 81  
Fax: +31 (0)35 582 38 00  
E-mail: [info@westbury-it.com](mailto:info@westbury-it.com)

[www.westbury-it.com](http://www.westbury-it.com)

USA  
Westbury  
10 Rogers Street, Suite 118  
Cambridge, MA 02142  
Tel.: +1 617 252 09 00  
Fax: +1 617 252 09 01  
E-mail: [info@westburyusa.com](mailto:info@westburyusa.com)

[www.westburyusa.com](http://www.westburyusa.com)



HP OPENVIEW

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“Westbury is cooperative, responsive and their maintenance part is well provided. All in all, it is a successful and effective cooperation says Diego De Coen, Global Customer Support Vice President of JTI.

Companies that have implemented HP OpenView Service Desk can really benefit from Westbury’s Self Service Portal to optimize their service request management processes. We can recommend Westbury and certainly Self Service Portal to other companies”.

### Teamwork pays off

After a development and testing period the solution was gradually rolled out. Today, the automated standard provisioning request process is in place and the solution works stably. All JTI sites work with the new application today. Up till now JTI has received positive user feedback. For the users many new services and access rights traceability opportunities are enabled, which makes it easier for them to submit, monitor and track their service requests.

### Self Service Portal

The project with JTI resulted in a mature software solution that has been implemented at many organizations around the world. Self Service Portal allows them to deliver IT services and IT resources through a Web based, fully integrated system. Self Service Portal allows end users to interact effectively with the IT organization at any time. Due to the seamless integration with HP OpenView Service Desk, service calls, work orders as well as approvals are generated automatically. By implementing Self Service Portal IT customer satisfaction increases while the pressure on the service desk is reduced.

### About JTI

JTI International is part of the world’s third largest tobacco company, manufacturing internationally recognized cigarette brands including Camel, Winston, Mild Seven and Salem. JTI is an operating division of Japan Tobacco Inc. and is responsible for the production, marketing, and sales of the group’s brands internationally. JTI operates in over 40 different countries and is headquartered in Geneva, Switzerland. It has manufacturing facilities in 14 countries outside of Japan. In total, 90 different brands of cigarettes are sold in over 120 different countries in the world. JTI employs 12,000 people around the world. For more information please visit: [www.jti.com](http://www.jti.com)

### About Westbury

Founded in 1998, Westbury has established itself as a leading provider of Service Management Optimization software and services for the HP OpenView platform. Our certified solutions enable IT organizations to drive continuous improvement of their service delivery capabilities which results in increased insight in the value of IT for the business, improved IT processes (efficient and effective) and higher customer satisfaction.