

# Using Ivanti Service Management to Solve Facilities Management Issues Across 6,000 Properties



**Profile:**

Global leader in supply of fuel and chemical components and co-products, including diesel, petrol, and jet fuel.

**Location:**

Head office in Johannesburg, South Africa, Sasol operates across 32 countries, employing more than 31,000 people worldwide

**Industry:**

Oil and Petrochemicals

**Website:**

<https://www.sasol.com/>

**Solution:**

- Ivanti® Service Manager

**Key Benefits to NHS Arden & GEM CSU:**

- Massive installation expansion over a decade, from a single building to 6,000 premises, regions, and other departments that includes corporate buildings, residential houses, hostels, guest houses, recreation centers & clubs
- Service Catalog, Incident Management, Problem Management, Self-Service & Preventative Maintenance modules deliver control, visibility, and enhanced functionality through content and workflow extensions
- Over 90% reduction in backend manual processes, increasing productivity and quality
- Automating workflows for a preventive maintenance approach
- Increased positive perception and standing of Sasol Real Estate Services from problem fixers to proactive maintainers
- Internal processes and structures with Ivanti Service Manager serve as guide for team structures to better support growth
- Adoption of Service Manager into other departments, like Asset Management, to better manage Sasol corporate assets for improved longevity
- Unified steering management committee within Sasol and partner, BlueTurtle, unites change and action list for growth

From the South African regional operating hub in Johannesburg, Sasol Real Estate Services Group is responsible for all aspects of facilities management, including maintenance and support, security services, and property management. Chris Botha, Sasol Work Management Supervisor, was one of the first Ivanti Service Manager users within Facilities Management. He outlines Sasol expansion journey together with Business Support Lead, Melody Motsoeneng.

“Ours is a massive-growth and successful-usage story achieved in a non-IT environment,” Botha details.

“Initially in 2008, we wanted to simplify the sole Facilities Helpdesk in the Head Office to give a firmer grip on what was happening inside the building. This included merging of manual processes, spreadsheets, documents and forms into a streamlined infrastructure using Ivanti Service Manager as the tool. Today, our usage has grown extensively so that Ivanti is adopted across all facilities management and maintenance operations for 6,000 buildings and locations, with a fully functional service desk that covers problems, maintenance, asset management, estate services, and venue bookings.”

Originally, Sasol searched for a dedicated facilities management service package. It quickly identified that most solutions catered to the IT Service Desk alone and focused on solving issues at the Helpdesk, not at the facility fault point. At the time, only the Ivanti Service Manager platform offered the flexibility and easy customization for buildings and premises’ management.

Using the templates, content and configuration processes available with Service Manager, Real Estate Services expanded quickly to 17 corporate buildings in the Johannesburg area and then onward to other regions, offering a comprehensive facilities service desk with incidents, service requests, problem management and self-service modules—alleviating most of the former backend manual facilities management processes.

**The Move to Proactive Maintenance Providers – 100% of the Time**

Little customization has been required to Service Manager’s core modules, but Sasol has created additional content and workflows for specific processes.

One example is a preventative and scheduled ‘maintenance module’ to eliminate manual processes for job scheduling. These additional maintenance workflows are included in Service Manager’s Incident Management module, replicating structure and scheduling resultant

tasks and follow-up inspections with linked approvals emailed to the appropriate supplier. Scheduling through these maintenance workflows has had the ripple effect of transforming Sasol Real Estate Services from reactive delivery providers of essential tasks and fixes to more proactive providers of preventative, scheduled, and automated checks. Since automating workflows, time spent on maintenance requests have been sufficiently reduced, allowing teams to track, check and maintain facilities assets proactively before they fail, minimizing business disruptions.

Sasol further leveraged Service Manager to develop additional maintenance workflows to assist the growth in the Sasol towns of Secunda and Sasolburg. Developed to assist easier planning and growth of the areas, Sasol Planners (Scope & Safety) use these workflows to automate the access of 23 different stages of planning-development cycles to ensure work is completed to approved standards. Each development stage requires sign-off, measurement, and confirmation that service levels are met by different service providers before the next stage can begin. Ivanti now powers all stages, tracking each action and creating departmental reports for measurement, continual approvals, and stage sign-off.

#### **Ivanti Service Manager Guides Team Growth and Organization**

Sasol has come to rely on Ivanti Service Manager to assist its own internal team expansion and definition of responsibilities for service delivery. It achieves this in parallel with Ivanti usage and growth, leveraging the platforms content and processes as building blocks to define team structures and formulate new departments according to new service needs.

“Using Ivanti’s Service Catalog content, including volumes and types of requests, we have been able to accurately define maintenance and service requests, classifying them into Hard and Soft Services requirements,” recalls Sasol Business Support Lead, Melody Motsoeneng. “Armed with these classifications, we were able to confidently start the process of structuring teams and resources accordingly within Real Estate Services, and we are still using it to expand.”

Resultant structured teams include Sasol Security Services, while Facilities, which expanded very quickly, employed information from Service Catalog usage to logically break their support structure into corporate and residential environment teams.

Other departments followed in usage adoption, and further rollout occurred in 2016 as the Asset Management team utilized the Ivanti platform to manage all Sasol physical assets, including registered vehicles, artwork, buildings, and land plots. Ivanti partner, Blue Turtle, assisted with the configuration of Service Manager to provide an ‘asset viewer’ extension bolted onto the Incident Management manager module, to give a real-time view of assets to managers outside of Real Estate Services.

Further leveraging the incident management workflows, the system alerts Sasol teams if too many incidents are logged against a particular item, allowing responsible managers to make effective asset lifecycle decisions on ongoing maintenance and repair.

The Asset Management team also presides over hundreds of works of art in the form of paintings and sculptures, and the team now use Ivanti to manage the collection, logging details of the artwork, the artist, asset value, any maintenance, restoration and repair.

“Ivanti Service Management has helped Sasol align everything, creating structure and natural order,” Botha concludes. “As platform usage expands, so does our growth across departments and regions. We have come a long way from the single install of Ivanti Service Manager to the current management of 6,000 properties. We’re still growing and exploring more options with Ivanti Service Manager, meanwhile enjoying the enhanced standing that Sasol Real Estate Services now deliver.”

Note: Sasol results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer’s unique environment.

#### **Learn More**

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