Lucania Gestión
COLLECTION SERVICES

Industry

Debt Recovery &
Collection Management

ITSM Challenges

- No knowledge base in place to retain resolutions by technicians.

- Unable to track incidents effectively and attach them to assets.

- No way to track assets attached to former employees to ensure that those assets were returned.

Outcome

Through Samanage, the IT team at Lucania Gestión which faces up to 5,000 incidents a day has a powerful tool in place to go beyond IT and organize the entire company, from assets to service tickets. each day to payees.

samanage

Samanage Provides Life Raft to Sinking IT Asset Management at Lucania Gestión

Background

Lucania Gestión headquartered in Madrid, Spain, is a debt-recovery company. Their services include collection management, recovery management, portfolio management, legal counseling, and consulting in acquisition. With 300 employees located throughout Spain and a team of 6 IT developers. Their automated call center makes approximately 140,000 calls each day to payees

Challenges

Yagoba Gutierrez, director of information systems at Lucania Gestión discovered the hard way that their asset tracking system, or lack thereof, was not working.

One area of concern was making sure equipment was returned any time an employee left the company.

"We realized we weren't tracking assets to the people," said Gutierrez. "We had to personally ensure that this employee would return all of these company-owned items."

in place, all of the knowledge and processes were within the employees, not in a database. And, any time an employee left, the team at Lucania Gestión knew that

knowledge went with them. As a new board of directors moved in to Lucania Gestión, Gutierrez knew things needed to change.

Solution

After an Internet search Gutierrez began evaluating different solutions, including ZenDesk , FreshService, and Samanage.

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Yagoba Gutierrez

Director of Information
Systems Lucania Gestión

Gutierrez found that they consistently did not have any guidelines to follow, leaving them unable to streamline systems. Without guidelines

While the main purpose of a new solution for Lucania Gestión was to have an asset management solution in place, the ability to build service catalogs efficiently is something that would help take them in a new direction.

As Gutierrez looked into IT service desk and asset management solutions, he realized they needed a tool that could go beyond IT and organize the entire company, from assets to service tickets. A required component of any new solution was that it would need the ability for their systems to tie into an API and link incidents together.

Once Gutierrez and his team found Samanage, "we forgot about all of the other solutions."

Benefits

Working with the Samanage team, Gutierrez felt more comfortable about incorporating a new solution into the entire organization, not only IT. He found that implementing Samanage was a very fast process and it was easy to understand the way the software worked.

"It was very fast to deploy," said Gutierrez. "The Samanage Community and Samanage team were great in helping us realize the full potential of the software and how it could meet our needs."

Gutierrez found Samanage and realized that it was the guideline he had been hoping to find. The team at Lucania Gestión has been able to easily connect their applications with Samanage across the entire organization. Samanage has allowed them to organize and resolve incidents, which can easily reach 5,000 incidents a day.

Streamlining and organizing the various tasks of the team members through the service catalog was the change that Gutierrez needed most in a new solution. With the use of the Samanage API, Lucania Gestión has automated many of their processes through the Samanage Service Catalog.

"Before Samanage, it was like I was floating in the ocean and Samanage was my life raft . . . and it saved my life."

Yagoba Gutierrez
Director of Information Systems Lucania Gestión

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Moving forward Gutierrez and his team are working to better understand ITIL standards and how they are incorporated into the Samanage solution.

We'd love our next success story to be the one we write together with you. Let us know how we can help at 888-250-8971.

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