



BUSINESS CASE

CUSTOMER SUCCESS STORY

www.xwiki.com

EASYVISTA

Easy Vista is a leading, global provider of cloud based IT Service Management, Asset Lifecycle Management, and Organizational Service Management solutions for large enterprises.

As Information Technology Service Management (ITSM) specialists, the company develops a range of software packages that are aimed at organizations of all sizes. They cover the entire life cycle of IT assets from incident management, problems, events, and changes to push production, availability, continuity of service and service levels, fleet management/configuration, automatic inventory, and many more.

With offices in France, UK, Germany, Italy, Spain, Portugal, the United States, and Canada, EasyVista has more than 800 clients that activate in banking, insurance, industry, the service sector, governments, outsourcing, and consulting.



Sector

IT
and services



Requirements

Documentation and
knowledge base



Solution

Documentation and
knowledge base

1 THE PROBLEM

Context

The EasyVista Research and Development team was looking for a tool that could be implemented internally in order to avoid numerous email exchanges.

Due to the high number of projects, many documents were sent by email and it was difficult to find the required information and know whether it had been updated. This brought the need to centralize information using a tool. The R&D department started looking for a wiki solution that would allow all team members to have access to information, but would also contribute to it.

After doing some research, EasyVista decided to contact XWiki SAS. The marketing department, which was in charge of the implementation of the tool, took advantage of this project to identify their own collaboration needs. It had problems updating documentation for clients and had thus identified the existence of silos. Many documents were doubled or even tripled.

Needs

EasyVista had a list of needs. The tool selected had to fulfill the following requirements:

- be hosted
- be multilingual (French / English)
- handle rights
- allow multiwikis

- be easy to use
- allow the import of existing data
- allow the creation of small applications: a validation process with a draft space and a publication space

During the selection process, XWiki made the difference thanks to the expertise of the XWiki SAS team concerning the XWiki Open Source software, its installation, and configuration.

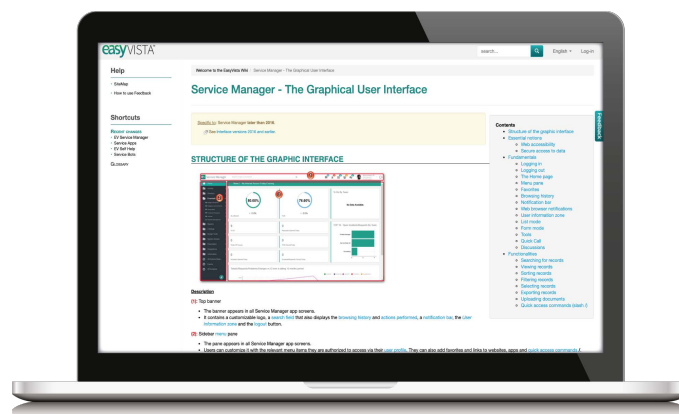
The EasyVista Marketing department did not want to manage the infrastructure and wanted to focus on the content instead. The SaaS solutions and XWiki services played a key role in the decision-making, as well as the interlocutors, both responsive and competent, and the location of XWiki's headquarters in Paris, France.

2 THE SOLUTION

Three wikis were implemented to address the diverse needs of EasyVista, which required the establishment of XWiki Enterprise (for managing a wiki farm):

- a "Development" wiki used as a collaboration tool by the R&D teams: roadmap documents, research sheets, and more
- a wiki for the management of the CMC (Cloud Management Center) that stores the description sheets of different infrastructures, documents detailing the testing procedures
- a wiki for the online version of the "Product Documentation", which required the import of Microsoft Word documents that had been previously used

In this case, we will only tackle the case of the "documentation wiki", as the two other wikis are private. The "EasyVista Documentation" wiki is freely accessible by visiting the following URL: wiki.easyvista.com.



To address this need, XWiki SAS carried out the following services:

- customization of XWiki and of the PDF export feature according to the EasyVista graphical chart
- the creation of a publication application that allows users to publish content in two different languages using the same document name:
 - this way, even if an item does not exist in the other language, there is always a method to get information
 - the publication happens in two stages via a status that allows the administrator to master the publication of several documents simultaneously
- rights have been set for the three wikis in order to allow each internal team to access information in their section, while protecting certain documents from public access
- a section dedicated to the administrator in order to simplify the publication management work

The benefits

The benefits generated by the project are numerous. At the documentation wiki level, the EasyVista Marketing team noticed that:

- documents are up to date (and faster than before thanks to the collaborative dimensions of the solution)
- users directly correct errors in documentation
- everything is centralized and accessible from wiki.easyvista.com
- the volume of documentation has been reduced and silos have disappeared thanks to the links between wiki pages
- people from technical support are now involved in proofreading and creating documents

At the level of the EasyVista documentation users, accounts can now be opened at will, easily connecting them with the support site with the possibility to comment. It has had a positive impact on the EasyVista brand image.

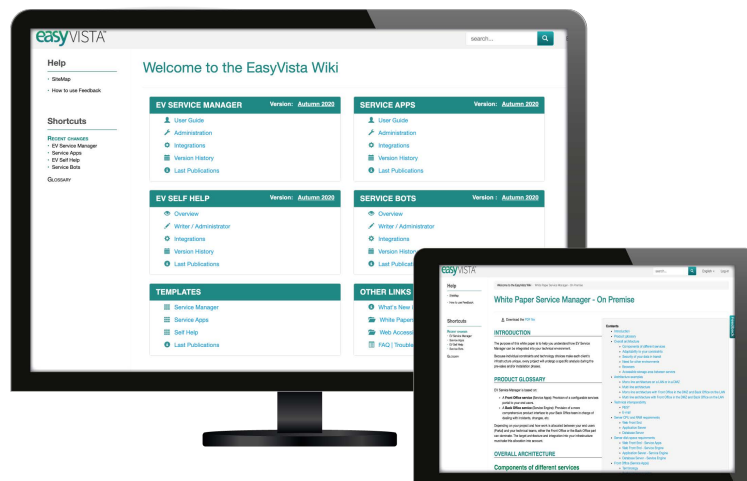
Overall, the EasyVista team is very satisfied with XWiki. It allows them to gain flexibility in updating the documentation. By choosing the hosting service provided by XWiki SAS, the marketing team is able to focus on the content of the documentation instead of managing the infrastructure. As for the private/internal wikis, they fulfill their role as internal knowledge bases.

3

THE RESULTS

600 Visits

Per day, from all across the globe (France,
Brazil, South Africa, and Australia)



Thanks to XWiki, our clients can benefit from an up-to-date documentation of our products, from everywhere in the world.

- Philippe Franck, Product Management Director at EasyVista

ABOUT XWIKI SAS

XWiki SAS is the company that provides solutions and services on top of the **100% OPEN SOURCE XWIKI PROJECT**.

With **15 YEARS OF EXPERIENCE** on the professional collaborative solutions market and more than **30 000 DOWNLOADS PER MONTH**, XWiki SAS has developed over **500 PROJECTS** all over the world.

A skilled team works with you on your project from start to finish, trains both your technical & business users and provides you with hosting & technical support services.

THEY TRUST US

"[...] We selected XWiki for its latest documentation features, its capacity to handle millions of pages, it's capabilities to build custom modifications and its thriving developer community."

- Engineering manager, **Amazon**

"Thanks to XWiki we have moved from a complex and hard to follow process to manage the Guidelines documents to a controlled online environment allowing to reduce the time spent and increase the quality of the documents provided to each country."

- Marc Noujaim - Senior IT Project Manager, **SCOR**

"Thanks to XWiki, our clients benefit from an up-to-date documentation of our products, everywhere in the world."

- Philippe Franck - Product Director, **EasyVista**

"Said it before, XWiki is awesome & so is the support."

- Patrick Masson - General Manager, **Open Source Initiative**



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OUR SERVICES



CONSULTING



DATA IMPORTS



DEVELOPMENT



HOSTING



SUPPORT



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