

# The right result



*“SilverStorm has helped us to get to know the best way of getting the maximum of this tool, by studying & seeing the services that include the licenses we ignored”.*

This SilverStorm case study is based on an interview with Félix Abril, Applications Development & Information Systems Manager of OHL Group.



## Obrascón Huarte Lain (OHL)

OHL, a concessions and construction group with more than 100 years of history, is present in more than 30 countries across 5 continents, although most of its activity is concentrated in 8 home markets.

### At present, the OHL Group is:

- A strategic promoter of public-private projects
- The 28th largest international contractor and 5th largest in Latin America
- A reference in the construction of hospitals and railways

## Main challenges of OHL

- OHL had tools that were not aligned with current needs and were not efficient or powerful enough to springboard the growth of the firm. Previous IT tools slowed down the business' productivity and efficiency.
- Maintenance and upgrades of these systems were almost impossible to execute due to their great complexity. Sometimes, approval system were a manual process that didn't allow a real visibility of work status.
- Some information was managed by shared Excel files. This system was only accessible in certain moments.
- Working with intermittent access caused internal communication's mistakes, data interchange problems and problems in processes and incidences management.
- The slowness and some human mistakes from working with manual systems had as a consequences a lack of visibility both IT department and the rest of the firm

This situation was not sustainable for a leader company like OHL Group.



## IT as a value aggregator to the business

After running projects in phase the greatest improvement achieved were:

- Managing double the request from 2013 with the same team and resources.
- Increasing the number of bills managed by 8% from 2013, reducing management time by 90%.
- Increasing stock managed by 29%

These key figures achieved allowed the alignment between the information systems department and customer orientation strategy, generating better control, measurements and improvements.

The most important benefits of management as a service are:

- Greater knowledge and visibility of needs (incidents, request, tasks) pending answers and the scale of needs that are not yet achieved.
- Doing a complete follow up of incidents and request.
- Measure answer levels (impossible to do via mails)
- Detect bottlenecks, needs of reinforcements, problems and other inefficiencies to implement corrective measures.
- Reduce dependence on people (holidays, vacancies, rotations...)

ServiceNow has allowed to OHL Group improve the traceability of request, knowing the status of any request on real time.

"Since OHL Group has started to work with the ServiceNow Platform, communication level and knowledge transfer have improved considerably in our teams".

OHL uses the knowledge foundation of ServiceNow to share information no only relating IT, but also about experience with customs duty and legislative changes.



**Félix Abril**

Applications Development &  
Information Systems Manager  
of OHL Group

*"Actually, TI is a feature in continuous growth of the OHL group. However, with the technology and the business scope constantly changing, it was important that the Information System Management provided a quality service to the entire organization".*





### SilverStorm with OHL in service orientation

OHL trusted SilverStorm as a consultancy firm to implement the ServiceNow Platform due to its experience and the great knowledge it has in ServiceNow, along with its proved record as a ServiceNow Partner.

“SilverStorm has been a great support in mistakes resolution and in understanding different issues that are found through ServiceNow”.

The ServiceNow Platform has surpassed the initial expectations OHL had when it decided to use and implement ServiceNow. Specifically with the speed of improvement and the implementation of the different products and versions.

“SilverStorm has help us to understand better the ways to obtain 100% of the capabilities of the ServiceNow Platform, learning and checking features that it includes from our licenses, these are thing that we didn't know”.

The following steps OHL hope take with ServiceNow are focusing on the Human Resource module implementation to resolve different problems that emerge in the onboarding process of employees. This cloud based service from ServiceNow solves and speeds up this process.

“We want be more proactive with the time we work in this area. ServiceNow will allow us be more efficient and the ability to facilitate new employee actions that necessary when starting work at OHL. Being more productive from minute 1 (mobile, mail, pc, car ...).” Quotes from Felix Abril.



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# SILVERSTORM

## Our Company

SilverStorm helps our customers to become SERVICE ORIENTATED. Companies looking to transform their business use SilverStorm to bridge the gap between the design of a Service and the correct delivery of the Service. Service orientated customers reduce costs, increase revenue, mitigate risk and increase customer satisfaction.

SilverStorm was founded in 2002 by experts in the provision of service management solutions. Since 2007 we have been working with global leader of enterprise cloud software, ServiceNow.

Today SilverStorm is a ServiceNow Preferred Service Partner



and Authorized Training Partner



and Authorized Support Provider



We operate across 4 continents, delivering projects in 22 countries. Recognized as global leader in service management, our team provides visionary solutions aligned with industry best practices. Adopting a practical approach to Enterprise Service Management, we take our customers step by step through the phases of Strategy, Design and Transformation.

## BRIDGING THE GAP