



Customer Success Story B/E Aerospace



The Business Challenge

B/E Aerospace is the worldwide leading manufacturer of aircraft passenger cabin interior products and the leading global distributor of aerospace fasteners for commercial, business jet, and military markets. The company has leading worldwide market shares in all major product lines and serves virtually all of the world's airlines, aircraft manufacturers, and leasing companies through its direct global sales and customer support organizations. Headquartered in Wellington, Florida, B/E Aerospace has grown to nearly 12,000 employees and 220 sites around the world and a true follow-the-sun model for global customer support.

A few years ago, major business challenges at the company included management of double-digit organizational growth and a strategic global initiative for major expansion. The global support services team at B/E Aerospace quickly realized they would need to move information technology (IT) service and support to the next level—efficiently and on an aggressive implementation schedule. The previous outsourced ITSM solution delivered inadequate performance, was difficult to modify, and did not enable data sharing. The vendor resolved a mere 17% of the issues, referring a full 83% back to B/E Aerospace for resolution—with a backlog of 13,000 abandoned calls where service was never achieved. “We needed a complete ITSM offering with the ability to: start with SaaS and move easily to on-premise; begin with the U.S. but quickly add global regions; implement 24/7 service; and deliver ease of customization—so that we could maintain customer service quality and control our own destiny,” said David Reneer, director of global support services at B/E Aerospace.



US Headquarters (719) 386-7000 | EMEA Headquarters +44 (0) 1793 544888 | www.cherwell.com

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*David Reneer
Director of Global
Support Services*



Industry

- Manufacturing

Geography

- Global

Previous Solution

- Outsourced solution

Quick Wins

- Implemented CSM in just 60 days
- Nearly doubled first call resolution from 47% to 80% in 12 months
- Drove global growth and implemented true follow-the-sun customer support
- Achieved 84% customer satisfaction on first measure

The Solution

With the power of Cherwell Service Management® (CSM), the global support services team was able to accomplish all objectives, achieve their aggressive rollout schedule, maintain control of customer service quality—and much more. “CSM delivered an efficient, highly configurable framework of operation rather than inflexible, pre-scripted operations,” said Reneer. “CSM was a complete offering—comprehensive capabilities, good Incident Management, and solid Change Management. With high usability, easy-to-enter data, and CSM’s unique One-Step™ actions, we could get up and operational quickly.”

B/E Aerospace went live in just 60 days, building every business process from scratch. Prior to the CSM implementation, only 40% of service incidents were reported to the service desk, so 60% were not even tracked. In this situation, the IT team’s primary objective was effective communication to customers, including communication training and user education—teaching customers to rely on IT.

The Results

“With CSM, we reinvented our service desk and drove tremendous global growth in three years. There’s not a chance that we could have gone global with our previous solution; CSM allowed us to move quickly around the world,” said Reneer. B/E Aerospace improved first call resolution from 17% to 47% in 12 months, to 80% in 24 months, and achieved 84% customer satisfaction on their first measure, with goals for continuous improvement. In nine months, volume skyrocketed to 10,000 calls per month—as a result of IT’s improved communication and improved credibility, as well as the company’s growth and successful global expansion. The next phase was to have the service desk resolve the problems more effectively so that customers would rely on IT—a major change. At the end of 12 months, the service desk had taken 125,000 calls.

“The second year was all about broadening services offerings and improving customer outreach. We added Cherwell Self-Service Portal™ and Problem Management,” commented Reneer. “Communication is the number one thing we do for our customers. If you don’t communicate, they don’t know you did it. If they don’t know you did it, it doesn’t matter that you did it. We focus on service quality, service personalization, communication—including letting people know we care about their business problems.”

The Future

The global support services team plans to add Financial Management, Purchasing, and Asset Management modules to its CSM software suite this year, to effectively manage purchase orders, track software license management, and manage vendors—as well as add the CSM IT Project Tracking module to utilize company resources efficiently and automatically initiate changes. The team also plans to expand its strategic Configuration Management Database (CMDB) initiative.

“B/E Aerospace has grown 50% over the last two years, and we expect this growth to continue,” said Reneer. “To effectively support the organizational strategy, we’re planning to double our CSM footprint this year. We expect CMDB expansion to rollout first in early Q3, and IT Project Tracking, Purchasing, Asset Management and Financial Management to follow in late Q3.”



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Cherwell Service Management Benefits

- Leverage Your Resources with the Industry’s Best IT Self-Service Portal
- Manage Your IT Investment with Powerful Business Intelligence Dashboards
- Adapt Quickly Using Truly Codeless Configuration
- Access Anytime, Anywhere via Mobile Browser, Native Android™ App, and Native iOS® App
- Automate Your Business Processes with Cherwell One-Step™ Actions