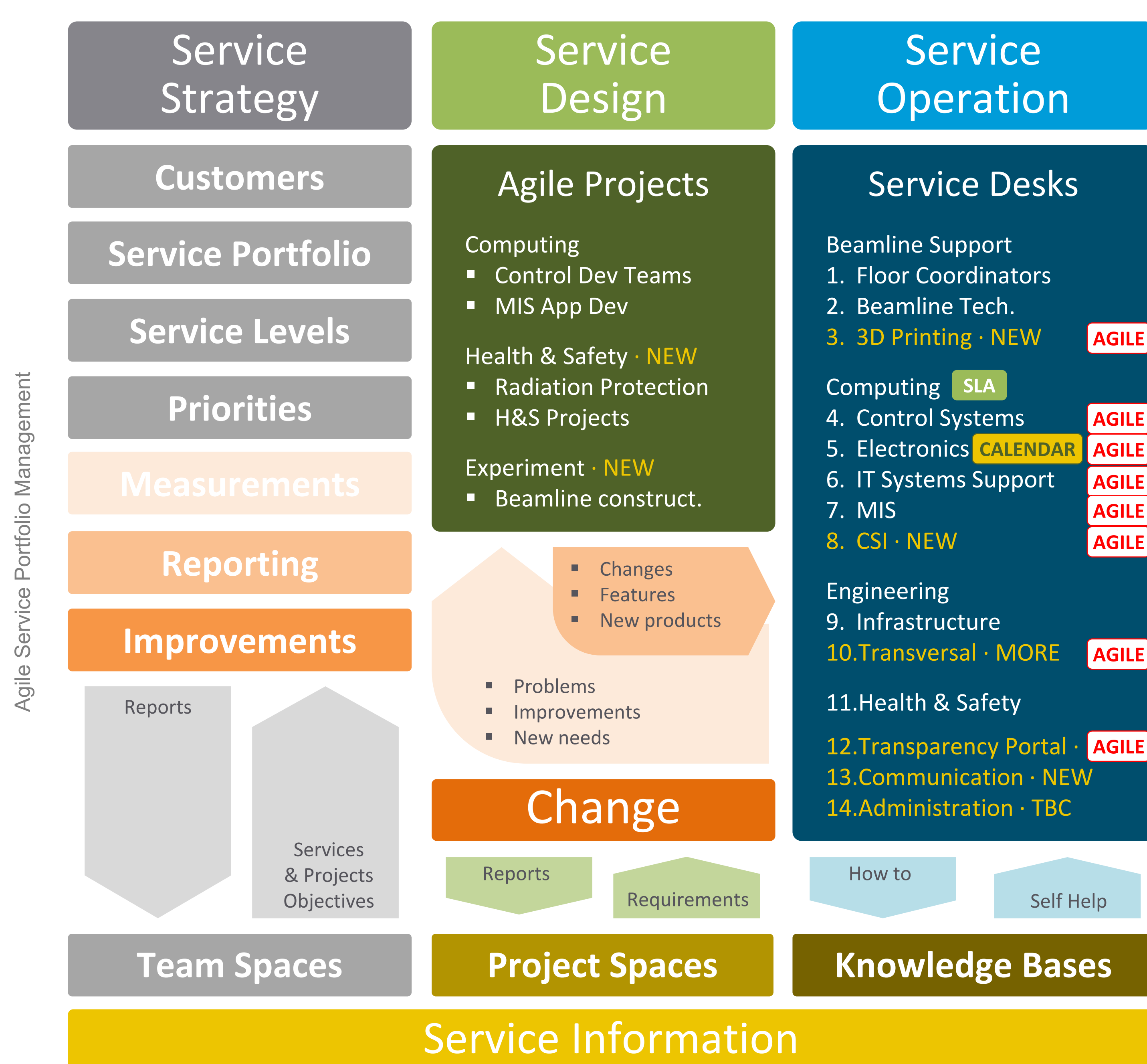


Service Managers: David Carles, Carles Colldelram, Guifré Cuní, Edmundo Fraga, Gastón García, Oscar Matilla, Toni Pérez

- Sedimentary information structure
- Outdated technology
- Difficult to search



Powerful search engine

- A unique **Customer Portal** for all Support Teams
- **Integration** between **Support** & **Development**
- **Collaboration** between teams
- **Service Level Management**
- **Agile Service Portfolio Management**
- Agile used in non IT teams
- PRINCE2 project management support
- Ease of Maintenance + **Change**



- ~ 2000 hours / 18 months, 90% **Change Management**
- **Handling Resistance** = Listen to concerns + Propose solutions
- **User Experience Design** techniques boost Adoption
- Controlled failures in **User Training** → Smooth introduction
- **Timeline** = function (team's availability, attitude toward change, operational constraints)

