# Case study Athora

How Athora streamlined their IT logistics to enable them to scale down from three manned IT service points to only one, with just three FTE.

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# Athora

**Eric Hillenaar**
DevOps Engineer

Athora Netherlands is one of the leading insurers in the Dutch market. With their brands Reaal and Zwitserleven, Athora commited itself to support clients in every stage of their life with fair, transparent, and sustainable products and services. One of the values that Athora is committed to is 'Seek Simplicity'. With this commitment they aim for simplicity in the complex context of their organization. Athora strives to design cost-effective products and processes that benefit their customers, partners, and colleagues. Athora saw Parzelo as a valuable addition to streamlining their internal logistics.

## A logistical challenge for Athora

In their mission to seek simplicity, Athora recognized an opportunity to increase the efficiency of the internal logistics of IT assets throughout the company. To serve over 1300 employees at the offices in Amsterdam and Alkmaar, IT service hubs were installed at each location to issue and return all kinds of IT assets like laptops, headsets, and numerous other assets. This was a time consuming and costly process that was also increasingly difficult to manage. This had to be addressed. After some reorganizing, Athora decided to adopt a hybrid model in which they used Parzelo as an addition to the service desks. This enabled them to reduce the opening hours of

### Wish

Athora wished to find a way to scale down the IT team, while still being able to deliver the same quality as before, with extended opening hours. Before they had 3 manned IT desks, now they aim to do the job with less fte. Athora decided to do this by making their internal logistics more efficient.

### Result

The Parzelo software together with smart lockers enables Athora to significant decrease the workload for the IT service, enabling Athora to scale down from three manned IT desks to only one with 3 FTE. Additionally, Athora is back in control thanks to the detailed log. This simplifies the process for both the IT staff and all other employees.

Parzelo since 2017

1300 users

those desks. However, this caused some issues. It was quickly noticed that the manned service desks were too labour-intensive.

> "Due to scaling down the number of employees in the IT department it was necessary to take some steps to be able to deliver the same quality as we did with the separate IT service hubs."

People started stopping by without an appointment and the registration was often forgotten or ignored. As a result, the CMDB was incomplete and it was impossible to prove that something was issued and to whom. Therefore it was also impossible to determine whether the goods had

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been returned or not. As they already had Parzelo and smart lockers, Athora decided to close the service desks and fully utilize Parzelo on those locations.

## Streamlining the internal logistics of IT assets

Parzelo software, in conjunction with smart lockers, is used to automate the issuing and retrieving of IT assets to and from employees. The solution fits the wish of Athora perfectly: "We decided to choose Parzelo after making a business case. Besides this, we saw several advantages of the service, like the ability to issue and return items 24 hours a day without the need for someone from IT to be present and the automation of the process."

> "Employees can create tickets via a chatbot in Teams. This is then automatically forwarded in the system and the new item is assigned to that employee without the need for actions from some one from IT."

On the one hand, Athora has several items registered as stock in the lockers. When an employee needs an item the same day or the next day, it is issued from this stock. Athora established a complete integration between Parzelo and ServiceNow: "Employees can create tickets via a chatbot in Teams. This is then automatically forwarded in the system and the new item is assigned to that employee without the need for actions from some one from IT."

On the other hand, when an employee needs an item on a later day, the IT staff plans to deliver an item at the day it is needed or the day before using their in-house courier. This enables them to better regulate the occupancy rate of the lockers. Parzelo logs the complete journey of all IT assets. A clear overview shows every step

of the process in detail, so Athora now knows where each asset is, and has been, at any given time.

## Equal service quality with less employees

The solution that Parzelo provides led to a significant decrease in workload for the IT service desk, enabling Athora to lower the number of employees. Eric: "We went from manned IT hubs at our three locations in The Netherlands to only 3 FTE at our central warehouse in Alkmaar." Additionally, Athora is now able to offer the same quality service as before and, thanks to the detailed log, the IT department is now back in control. The complete automation prevents human errors and simplifies the process for both the IT staff and all other employees. They receive the assets they need more quickly and with less errors, which means more satisfied employees.

> "The IT department is much more in control and has a clear overview of all IT assets and who has them and when. The CMDB is now accurate and no corrections are needed anymore."

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📞 +31 (0)85 001 37 17

✉ hello@parzelo.com

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