



— Tourcoing City Council —

The Tourcoing City Council with 1,400 agents and over 50 sites, reaps the benefits of the implementation of PYTHEAS Asset management

With PYTHEAS Asset Management Series 3 Enterprise, the Tourcoing City Council has today the greatest visibility possible on its infrastructure.

A powerful tool for a non-existent yet highly necessary asset management

Alike any growing business, the Tourcoing City Council had to significantly develop its IT assets from 1995. Anxious to support this development with rigorous infrastructure management, the city council chose a power IT asset management solution. No solution had ever been used by then. The IT Division, especially the Maintenance, Networks and Telecommunications service needed the highest visibility possible on its infrastructure for a good carrying out of their assignments (repairs, new installations, project implementations).

Having looked into various offers, the Tourcoing City Council selected PYTHEAS' **Series 3 Enterprise** for:

- its ease of use,
- its quality/price ratio,
- the concept of Helpdesk that the IT Management wanted to implement around a hotline system,
- the possibility to configure and customize forms.

PYTHEAS convinced the city council by the quality of its offer, which perfectly met their requirements. In addition, the software editor took into account the comments from the city council and adapted its solution as and when required. The Tourcoing City Council also underlines its maintenance team's entire satisfaction as for PYTHEAS' training.



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8-year loyalty and optimal IT asset management

The Tourcoing City Council admits that their Maintenance Department came up against difficulties when implementing the project. Indeed, as the IT asset management was non-existent then, a major referencing and database feeding work had to be done. The Helpdesk functionality was also new to them, and so it took some time for them to master it. Thanks to its ease of installation and ease of use, the Maintenance Department now fully realizes the benefits of the product and of its possibilities.

The acquisition of an asset management tool turned out to be essential to the Tourcoing City Council. Thanks to the *Series 3 Enterprise*, it now benefits from a rigorous organization of the Maintenance Department's work: recording of any event-related information (repair, installation, etc.), maintenance work history (possibility to easily go back to a given date to check what has been done), customized reports to create statistics.

Today, the Tourcoing City Council assesses very positively the implementation and the use of the *Series 3 Enterprise* as it provides them total control over the council's IT assets. The council also explains that one of the main interests of *Series 3 Enterprise* is the possibility to follow-up the ageing of IT assets. Thanks to PYTHEAS, the Tourcoing city council can also make the adequate investment decisions when the annual IT budget is prepared.

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Tourcoing City Council

Business: Administration
Headcount: 1,400
Number of sites: 50
Contact : Mr Jaysing Jeeawock

The project

Software used: Series 3 Enterprise
Number of pieces of equipment: 1000 desktops, 200 printers, 50 servers, 30 laptops...
Number of simultaneous connections: 5
Start date: April 1998



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