

Revo 4me Success Story

Fiskars Group – 4me and LeanIX Integration

“LeanIX was working, 4me was working –
they just weren’t working together”

Introducing Fiskars Group

Fiskars Group is home to a collection of design-driven, lifestyle brands including Gerber, Iittala, Royal Copenhagen, Waterford, Wedgwood, Georg Jensen, and, of course, Fiskars. The company's origins are in Finland and date back to 1649. Today, the company has a 7,000-strong team stretching across 29 countries.

We first started working with Fiskars Group in 2022, when we migrated their ITSM to 4me to a tight deadline. We've continued to work with the team since, helping them to progressively advance their application of 4me to support their changing business needs.

Creating an integration roadmap

As part of the Revo managed service, we work with Fiskars Group team to develop, maintain and deploy a roadmap for the evolution of their 4me. Integrations are an important aspect of the plans we're making to evolve and future-proof their system. While a number of third-party software integrations were administered as part of the initial 4me migration project- there

were several others earmarked for future projects. Lean IX was one of the platforms at the top of this list for future integrations.

The challenge

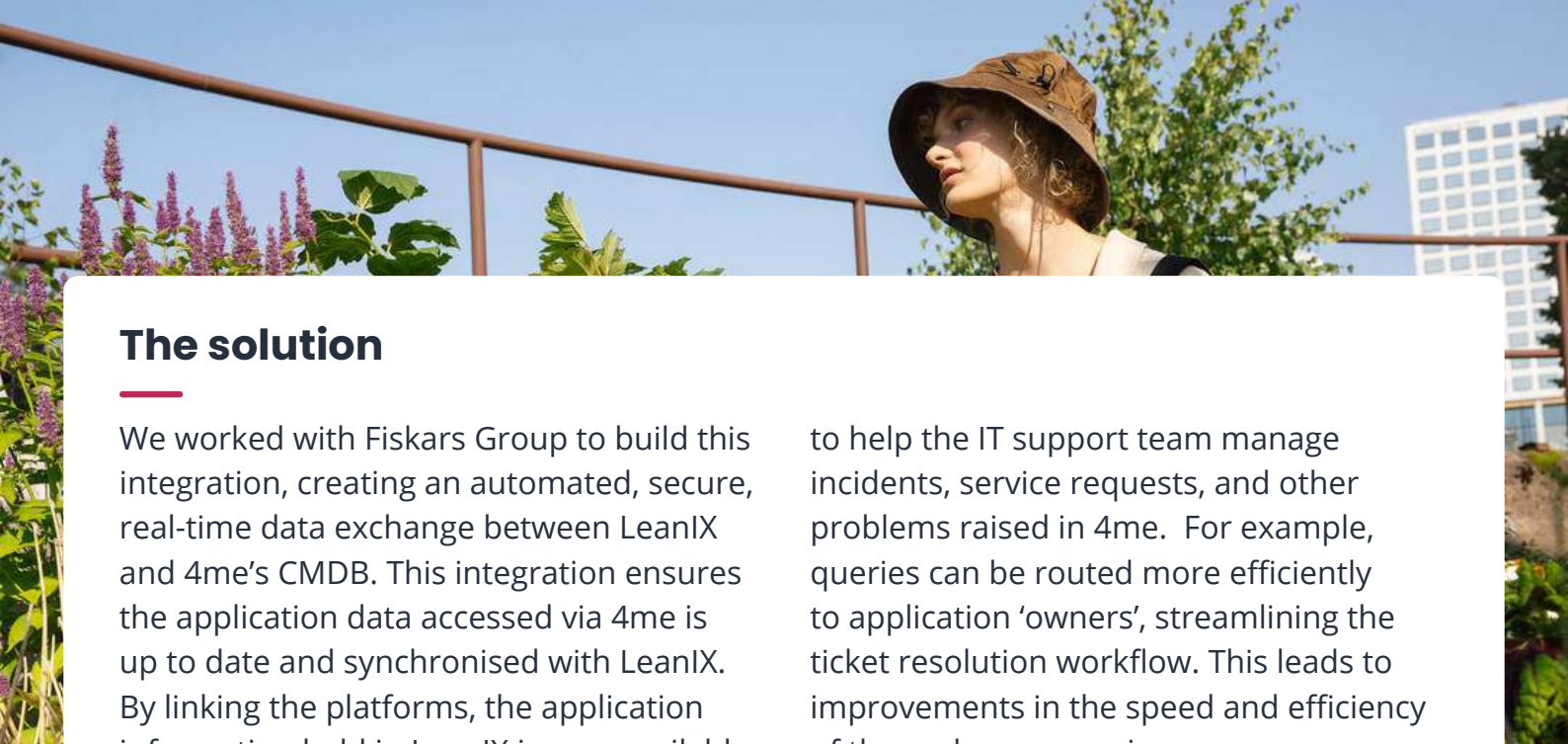
The support team at Fiskars Group was lacking access to accurate, up to date data on the applications in use across the company. This at times caused delays in resolving user queries logged on 4me as service desk would have to seek out this information from colleagues outside of IT support.

However, plentiful application data was available in LeanIX, a platform that's primarily used by the business' IT architects to assess, develop and manage the IT landscape for the business. Recognising the potential synergies of a seamless data flow between LeanIX and 4me, the Fiskars Group team asked us to help them to build this integration. The main objective was to enable 4me to automatically extract the information held in LeanIX about IT components. This would provide their IT support team with real-time, centralised visibility of the IT applications (and all the data associated with these assets) in use across the business via 4me.

"Before the integration, we pretty much didn't have a repository for our applications. All we had was a table of applications that we manually imported into 4me. Then it would just sit there - not managed, not updated, not anything. We didn't really know what was running, who was the owner of the application, what the features of an application were... we didn't have a lot of the details. LeanIX had a lot of the information we needed, but it wasn't connected with 4me, so it wasn't centrally visible or accessible."

Alexandru Danila

IT Configuration Manager, Fiskars Group



The solution

We worked with Fiskars Group to build this integration, creating an automated, secure, real-time data exchange between LeanIX and 4me's CMDB. This integration ensures the application data accessed via 4me is up to date and synchronised with LeanIX. By linking the platforms, the application information held in LeanIX is now available

to help the IT support team manage incidents, service requests, and other problems raised in 4me. For example, queries can be routed more efficiently to application 'owners', streamlining the ticket resolution workflow. This leads to improvements in the speed and efficiency of the end user experience.

"Revo was on point as always. They got it done quickly and it works. Now 4me is integrated into LeanIX, application data can be used in service management requests – owners can be tagged, and the details about an application are more available to our support teams."

Alexandru Danila

IT Configuration Manager, Fiskars Group

Highlights from this success story:

Evolving 4me

Working with Fiskars Group to develop and maintain a roadmap for the evolution of their 4me

Supporting decision-making

Providing a sounding board during discussions about the integration of LeanIX

Enabling implementation

Collaborating with Fiskars Group and LeanIX to build and deploy the integration

Synchronising systems

Enabling a seamless, secure, automated data flow from LeanIX to 4me

Access to application data

Allowing application owners to be tagged and application data to be accessed via 4me

Streamlining issue resolution

Delivering faster, more accurate resolution of application-related queries via 4me

Over to you

Are you ready to find out how working with Revo 4me could transform your service management.