

Toyota hits the road to ITIL with Fusion5 and FrontRange ITSM Enterprise

Earlier this year Toyota went through a selection process for an IT Service Management tool. Toyota has been progressing their alignment to ITIL best practices and needed a foundation which would support the delivery of these processes into the business.



After evaluating a number of products and suppliers, Toyota chose FrontRange ITSM Enterprise from Fusion5.

FrontRange ITSM Enterprise will replace an existing open source helpdesk tool that had not kept up with the needs of Toyota, as well as other disparate systems that currently manage service requests, change and release processes.

The clean and intuitive user interface of ITSM Enterprise was a clear winner, as was the depth of functionality and built-in support for ITIL best practice across all modules. When combined with the approach and experience offered by Fusion5 - an existing supplier to Toyota - and FrontRange Solutions, the factors for a successful project and long term partnership were evident.

Centralising IT Service Management into a single system will provide a greater level of visibility to the IT and

executive teams at Toyota helping to ensure that service levels are consistently met. The system will also improve the interaction between Toyota IT and other parts of the business, delivering clear cost benefits.

The project is currently well underway, being led by Dion Woisin, Technical Projects for Toyota, and is expected to go live within the coming month.

FrontRange ITSM is used by many leading Australian and New Zealand organisations including The Warehouse, Auckland Airport, Leighton Contractors, UnitingCare Health and National Heart Foundation of Australia.

To find out more about ITSM please contact Graham Barker at graham.barker@fusion5.co.nz