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Manufacturing

User Experience–Oriented IT Service Management Solution for the Aerospace Sector

Implemented in Brazil

Challenge:
Operate complex and mission-critical IT environments by moving beyond SLA-only management models, reducing recurring incidents, and increasing operational agility, while meeting growing demands for automation, governance, and modern practices such as RPA and DevSecOps-without increasing costs.
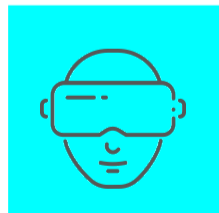
Solution:
- Transformed the traditional IT support model into an end-to-end, integrated operation focused on user experience.
- Unified multiple service towers into a single management model aligned with business objectives.
- Shifted from an operational SLA-focused approach to XLA, delivering measurable business value.
- Increased user productivity and strengthened IT as a strategic business partner.
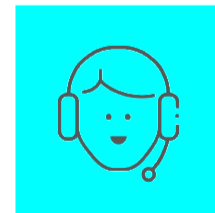
Benefits:

Integrated, end-to-end incident and request management, **reducing business impact.**
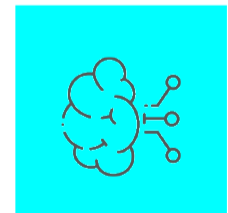
User Experience-driven operations (XLA), **delivering higher satisfaction and efficiency.**

Significant reduction of recurring **incidents through integrated RCA and Lean practices.**

Automation of critical processes, resulting in **substantial reductions in ticket volumes.**

Evolution of the Service Desk into a Value Desk, **expanding automation, chatbots, and data intelligence.**

Tags: ITSM; VMI; Managed IT Services; XLA; Service Desk; SAP AMS; Automation; RPA; Value Desk; User Experience; IT Operations.