CASE HISTORY

The company

Gritti Energia established in the '50s to satisfy the hunger for electricity of a fast-developing country. Over time, the company evolved, growing in size, organization and efficiency, contributing to the creation of an industrial group that operates in every area of the energy supply chain, from acquisition on international markets, to transportation and distribution, up to the sale to the final customer.

+80 employees	**+100K** points of supply	**+18** points of sale

The success story

The company needed a ticketing system that would allow them to **manage in a more orderly manner** the support requests. **Managing IT problems** was becoming more and more complex for the firm. Requests kept increasing and there was no way to prioritize them. Therefore, they seemed to be equally urgent. Gritti Energia lacked a system to manage IT problems in a more structured manner following a clear working methodology. This started a collaboration with Würth Phoenix to adopt Jira Service Management, a tool that allowed the company to **create a more structured path in ticket management** and to apply Agile principles.

Business outcomes

- Transition to a modern, intuitive and easy-to-use system;
- Possibility for each team to personalize their own helpdesk according to their own needs;
- Time saving, higher quality and streamlined processes in achieving goals;
- View of tickets, workflows and automation all within reach;
- Centralization and facilitation of collaboration, alignment and delivery of work for company teams.

The words of...
Daniele Brognara– IT Manager

"Würth Phoenix is a competent and reliable partner that allowed us to optimize our Service Management processes."