



CASE STUDY

CTAC GROUP /



Operation successful: Ctac Group completes seamless transformation to future-proof service management with Xurrent and trusted advisor onITnow

- Everyone now works in the same, standardized way
- Seamless integration with customers and suppliers
- More efficient and customer-oriented service delivery

A new service management platform and an entirely new way of working

Managed Services Provider Ctac Group took on the challenge and, together with trusted advisor onITnow and service management platform Xurrent, successfully transformed its service management approach into a more standardized, efficient and service-driven organization.

The need for Service Management 2.0

The existing service management tool no longer aligned with the needs of a fast-growing, service-oriented organization. Ctac Group required a more flexible and future-proof solution. To scale effectively, the organization aimed to improve efficiency and strengthen its customer focus. Priorities that depend on having the right tools in place.

After a brief evaluation of several solutions, the teams at Ctac Group and onITnow quickly

identified the Xurrent platform as the best fit. Bob Hagers, Manager Service Improvement, led the transition from TOPdesk to Xurrent. The key reasons for choosing Xurrent were:

- A service management solution that really supports a service-oriented approach. Xurrent immediately checked that box.
- A platform that integrates smoothly with Ctac's systems and enables seamless and secure collaboration with suppliers and customers. With its Account Trust feature, Xurrent stood out from the competition, allowing precise control over which roles, tasks, or data can be shared.
- One standardized way of working across the entire group. Thanks to the built-in process model in Xurrent, this happens automatically.

Bob: "We were looking for a mature service management solution that enables a service-

oriented way of working, easily integrates with external parties, and includes a built-in process model that enforces standardization. Xurrent met all those criteria and fit our size and budget.”

onITnow as a trusted advisor and partner

For this transition, Ctac Group chose to partner with onITnow, a familiar name from earlier collaborations. Bob: “We already knew onITnow had the right expertise, experience, and people. They weren’t just an implementation partner, they were and still are a true trusted advisor throughout the process.”

onITnow supported Ctac Group from the start: from tool selection through to implementation

and post-launch support. They provided subject-matter expertise, project management, and extra capacity when needed. “We know we can always rely on onITnow. That’s a reassuring feeling when you’re taking on a project of this magnitude,” says Bob.

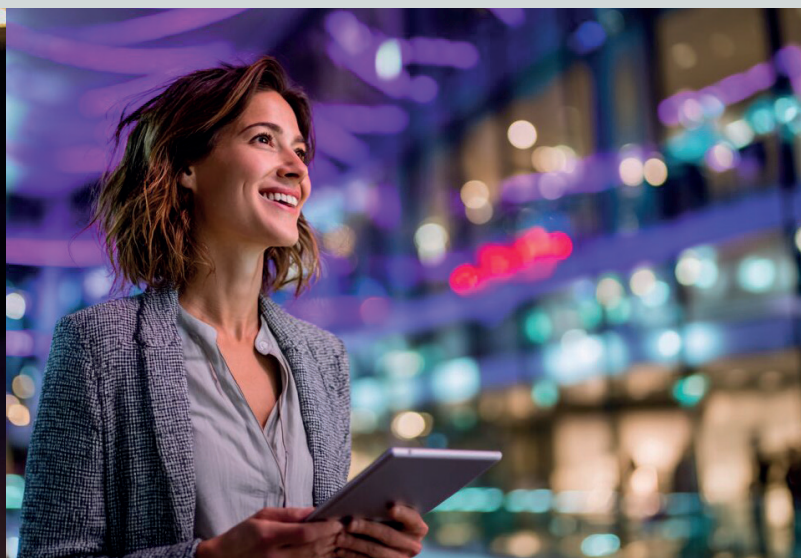
The implementation: navigating a critical procedure through close collaboration

“Implementing a new service management platform is a bit like open-heart surgery, you’re disconnecting all the arteries and reconnecting them to a new engine. It’s a major procedure, and everything is connected to it,” says Bob. “That’s why it was so valuable to have a partner we could fully trust.”

About Ctac Group

Ctac Group is a publicly listed Managed Services Provider (MSP) with around 500 professionals. As an expert in SAP and Microsoft services and solutions, the company supports the needs of mid-sized and large enterprises. To support its ambitious growth plans, Ctac aimed to further modernize and standardize its service management capabilities.

CTAC GROUP /



This implementation coincided with the migration to a new cloud-based SAP S/4HANA system. By integrating Xurrent and SAP, Ctac keeps its service catalog and administration perfectly synchronized.

To manage this undertaking, a joint steering committee with Ctac Group and onITnow met every two weeks to review decisions, identify bottlenecks, and keep the project on track. “Thanks to the close collaboration and solid project management, the whole operation went very smoothly,” says Bob. “We got the right answers at the right time, and onITnow wasn’t afraid to tell us when something needed to be done differently. That made the whole project predictable and manageable.”

Training and awareness

A critical part of the project was driving adoption of the new platform. Ctac Group appointed key users in fifteen departments, who received training and then helped onboard their teams. These users participated in deep-dive sessions on topics such as incident handling and workflows.

To raise awareness, internal messages were shared via narrowcasting screens, and key users regularly highlight features in an Enterprise Service Management (ESM) ‘pulse’, covering topics such as broadcasting and knowledge management. Additionally, a biweekly walk-in session is available for employees to ask questions and get support.

Together with onITnow and Xurrent, Ctac Group created Dutch-language manuals, including materials for subcontractors using Xurrent. Significant effort was also invested in the customer journey to ensure a seamless transition for all stakeholders.

Rapid adoption

“Adoption went better than expected,” says Bob. “From day one, employees embraced the platform as intuitive. They’re still discovering new possibilities and are even suggesting improvements. That speaks volumes, especially considering many had been using the previous tool for nine years.”

Almost 500 employees now work with Xurrent. They experience it as user-friendly and proactively contribute ideas for new features. They see how it improves efficiency and prevents bottlenecks. For example, unlike before, tasks no longer get stuck in someone’s email inbox while they’re on vacation. Xurrent ensures continuity.

This satisfaction extends beyond internal teams, as customers already utilizing the new system report a similarly positive experience.

Real impact across the business

One year after the go-live, Xurrent is performing exceptionally well and has evolved into a comprehensive enterprise solution. “Everyone at Ctac now works in the same structured and efficient way -- that alone is a huge improvement,” says Bob.

The key benefits at a glance:

- One standardized way of working: Xurrent’s built-in process model enforces a uniform approach, bringing clarity and efficiency. Roles are clearly defined, ensuring employees know exactly whether they’re addressing a problem, a workflow, or a request.
- Real-time insight and reporting: What used to take months to generate is now available instantly. Employees can easily create and access intuitive dashboards,



leading to widespread adoption across the organization. Customers also appreciate the real-time reports.

- **AI-powered support:** Thanks to AI, the service desk workload is reduced. Summaries in Xurrent are highly valued, and customer requests are automatically routed to the right team, improving the overall customer experience.
- **Organization-wide adoption:** The platform is used across the entire organization, from HR and Facility Management to Resourcing and Finance, supporting a true Enterprise Service Management (ESM) approach. Greater autonomy and ownership: Ctac Group now manages most support requests and tool configurations internally, eliminating heavy reliance on external vendors. Furthermore, Xurrent's service-driven model ensures that each service now has a clear owner.
- **Consistent customer satisfaction:** Users can give a thumbs-up or down on interactions, and provide positive feedback over 90% of the time.

Expectations exceeded

Perhaps the most remarkable part is that the project went exactly as planned. "The whole process held very few surprises, which was actually the biggest surprise of all," Bob says with a smile. "We were navigating a complex shift where you'd normally expect to hit a few walls, but we never encountered a single obstacle. The transition was seamless; today, everything is fully operational and crystal clear."

Looking ahead: the strategic roadmap

The implementation of Xurrent may be complete, but the partnership continues. Ctac Group and onITnow are already preparing strategic roadmap sessions to explore future optimizations and feature expansions.

Bob: "We're now confidently looking ahead. onITnow and Xurrent provide the foundation we need to keep growing and serve our customers even better. And that's what it's all about in the end."

Also ready to work faster, smarter, and more efficiently? Take the first step towards service excellence and contact us today!

The logo for ONITNOW features the word "ONITNOW" in a bold, white, sans-serif font. The letters "IT" are replaced by a green square frame with a horizontal bar across the top and bottom, and a vertical bar on the left and right. A registered trademark symbol (®) is positioned to the upper right of the word. The logo is centered within a dark blue rectangular area, which is itself set against a lighter blue background with a subtle pattern of small, overlapping circles.

ONITNOW®

onITnow.nl
Zilverstraat 69
2718 RP Zoetermeer
+31 85 0046150
info@onitnow.nl