

The Helicopters of Russia Holding completed the transition to the Russian Corporate Process Management System 1C: ITILIUM. The platform replaced foreign software and united more than 1 thousand internal services for 40 thousand employees.

The new system has centralized the management of appeals, incidents, requests for access and service catalog. Holding enterprises now work according to unified rules, which has increased the transparency and consistency of business processes. Monthly the platform processes about 25 thousand applications.

The introduction of a domestic solution reduced manual operations in the contact center by 25% and accelerated the formation of reporting by 30%. The architecture of the system is completely based on Russian technologies, which meets the requirements of import substitution and technological sovereignty.

The platform is integrated with the HR-systems of the holding. With personnel changes - an appointment, transfer or vacation - applications for the issuance of equipment and accessing access are automatically formed. This minimizes errors and simplifies administrative processes.

The decision on the transition was made after the analysis of the inefficiency of the previous foreign system, which could not cope with the growth of the load. The choice of 1C: Itilium platform is due to its scalability, safety and independence from external suppliers.