

SimpleOne Clients Cases

The collage displays several screenshots of the SimpleOne platform:

- Incident Management:** A screenshot for incident INC0000099 titled "Dramatic increase in database size". It shows caller details for Oliver Smith (IT Service, Asia/Dubai, UTC+04:00), a timeline starting on 2025-01-29, and SLA progress bars for "Information Ne..." (105% 0d 0h 1m) and "Compl..." (100% 0d 0h 5m).
- HRM Requests:** A "Recruitment Request" form with fields for candidates (Active: 8), status (In Progress), impact (Average), urgency (High), priority (Medium), and assigned group (HRM). It also lists organizational units like Marketing and positions like Marketing researcher.
- Opportunity Management:** A "SmartSpace / Prime" opportunity form with stages like "Recognition of needs", "Evaluation of options", and "Resolution of concerns". It includes fields for name, opportunity probability (90%), estimated closure date (21.02.2025), and revenue (1200000).
- ITSM Widget Design:** A task management view for "ITSM Widget Design (PRWI)" showing a backlog, in-progress items, and review/testing tasks with due dates.
- Analytics:** A "Distribution of incidents by service" pie chart showing: Cloud Service = 3 (50%), Access to Network Resources = 2 (33%), and Software Installation or Upgrade = 1 (17%).

SimpleOne in Numbers

2019

Year founded

90+

Partners

150+

Employees

300+

Corporate and Government
Projects

SimpleOne solutions are used by large and medium-sized businesses across various industries, including financial institutions, IT companies, logistics firms, retail, and manufacturing





«Monetka» Retail Chain

Retail

Project Duration: 5 months (2021–2022)

System Users: 7,500

Key Challenge

Migration from ServiceNow to a new ESM platform without altering existing processes

Solution

SimpleOne ESM

Results

- 01 Full migration completed in 3 months
- 02 Reduction in platform support costs
- 03 User productivity maintained

Development plans

Connecting new business processes and independent platform development.



Auchan Retail

Retail

Project Duration: 6 months (2021)

Number of Agents: NDA

System Users: 500+

Key Challenge

Migration from ServiceNow to a new ESM platform while preserving custom logic and interface

Solution

SimpleOne ITSM

Results

- 01 Increased service stability and transparency
- 02 Number of users doubled
- 03 Improved employee satisfaction

Development plans

Expanding ESM to legal, financial, and HR departments; developing SLA/WLA; creating a unified service platform for all divisions.



Etalon Group

Construction

Project Duration: 11 months (2023-2024)

Number of Agents: NDA

System Users: 500+

Key Challenge

Migration from Atlassian Jira to an enterprise-level ITSM solution

Solution

SimpleOne ITSM

Results

- 01 Over 9,000 requests processed per month
- 02 Reduced support workload
- 03 A catalog of 570+ services
- 04 Omnichannel model implemented

Development plans

Scaling to ESM processes and further digital business transformation.



Federal Public Institution

«Social Technologies»

Public Sector

Project Duration: 18 months (2022-2023)

Key Challenge

Developing a single, centralized ITSM system to manage IT services for the social sector

Solution

SimpleOne ITSM

Results

- 01 Achieved a KPI of 99%
- 02 Over 13,000 inquiries processed in 2023

Development plans

Scaling the platform to cover IT systems and IT services of social sector organizations, as mandated by the relevant government ministry



Positive Technologies

IT

Project Duration: 8 months (2024-2025)

Number of Agents: NDA

System Users: 10 000+ per month

Key Challenge

Migration from Kayako to a ITSM system with heightened security requirements and customer service automation

Solution

SimpleOne ITSM

Results

- 01 Automatic enrichment of requests with customer and product data from 5 master systems
- 02 Configuration of multi-level SLAs and OLAs
- 03 Launch of the "PosiPortal" self-service customer portal

Development plans

Automating file handling, integrating with the CRM, applying predictive analytics, and implementing AI to support engineers



AERODISK

IT

Project Duration: 3 months (2023)

Number of Agents: NDA

System Users: 500+

Key Challenge

Seamless migration from Jira to a new ITSM system and centralized customer support

Solution

SimpleOne ITSM

Results

- 01 Complete decommissioning of Jira
- 02 Launch of a customer portal
- 03 Configuration of SLAs, integration with Bitrix24 and a Telegram bot

Development plans

Scaling the system, expanding integration with internal services and Bitrix24



Softline Group

IT

Key Challenge

Replacing a legacy international ITSM system, automating support processes for customers and employees

Solution

SimpleOne ITSM

Results

- 01 Improved user experience
- 02 Setting up cloud infrastructure monitoring
- 03 Scrum methodology implemented
- 04 Enhanced interface customization

Development plans

Continuously enhancing internal systems while scaling customer projects on the SimpleOne platform



ITGLOBAL.COM

IT

Project Duration: 6 months (2019-2020)

Key Challenge

Reducing the operational costs of the corporate ITSM system

Solution

SimpleOne ITSM

Results

- 01 30% reduction in operational costs
- 02 40% reduction in training time
- 03 20% faster implementation of enhancements
- 04 Increased user satisfaction

Development plans

Covering all company service-based business processes on the SimpleOne platform



Baltika Breweries

Manufacturing

Project Duration: 9 months (2022–2023)

Key Challenge

Replacing ServiceNow while preserving existing functionality

Solution

SimpleOne ITSM

Results

- 01 Seamless transition
- 02 Implementation of a self-service portal, CMDB, and service catalogs
- 03 Adaptation for high-load performance

Development plans

Expanding functionality, adapting the system for processes adjacent to IT



Moskvich Automobile Plant

Manufacturing

MVP: 2 weeks, further development ongoing

Number of Agents: 82

System Users: 1,500 internal, 300+ external (dealers)

Key Challenge

Rapidly launching an ITSM system from scratch

Solution

SimpleOne ITSM

Results

- 01 Implemented a dual-portal system for employees and dealers
- 02 Automated key IT processes
- 03 Developed reference data and core integrations

Development plans

Expanding the dealer portal, integrating with RabbitMQ and Zabbix, evolving towards an ESM model



Fplus IT Holding (Marvel Distribution)

IT

Project Duration: 10 months (2023–2024)

System Users: Approx. 2,500

Key Challenge

Replacing Jira and other disparate systems with a single ITSM system, scalable for business growth

Solution

SimpleOne ITSM

Results

- 01 Centralized customer portal
- 02 Seamless migration from Atlassian Jira
- 03 Automation of warranty services, integrations with 1C and internal systems

Development plans

Transitioning to an ESM model, automating software development, implementing SimpleOne ITAM, expanding coverage to HR, finance, and logistics



Inferit Cloud

IT

Project Duration: 3 months (2024)

Key Challenge

Creating a customer-centric support system and automating inquiry processing workflows

Solution

SimpleOne

Results

- 01 Centralized customer portal
- 02 Automated collection and prioritization of requests
- 03 SLA control
- 04 Improved quality of customer service

Development plans

Scaling the SimpleOne-based customer portal and enhancing support quality standards



ALROSA

Mining

Project Duration: 18 months (2022–2024)

Number of Agents: 900+ IT department specialists

Key Challenge

Replacing a legacy international ITSM system and expanding automation of IT processes

Solution

SimpleOne ITSM

Results

- 01 Seamless migration
- 02 Support for 600+ IT services
- 03 Integrations with HR and IT systems
- 04 Self-service portal and multi-channel request registration

Development plans

Automating routine maintenance, implementing a chatbot, developing AI services, and scaling the service model



National Transport Company

Logistics

Project Duration: 6 months (2023)

Number of Agents: 30+ claims department employees

Key Challenge

Automation of the claims management process

Solution

SimpleOne

Results

- 01 Centralized claims processing system
- 02 Deadline control
- 03 Document workflow automation
- 04 Reduced errors and minimized information loss

Development plans

Automating adjacent processes, implementing the SimpleOne ITAM



Uralsib Bank

Financial Sector

Project Duration: 9 months (2022–2023)

Key Challenge

Implementing a corporate portal to automate HR processes and handle personnel requests

Solution

SimpleOne ESM

Results

- 01 Launch of the "Single Window" portal
- 02 Accelerated approval times
- 03 Reduced labor costs for document handling
- 04 Digital signature workflow setup

Development plans

Scaling the system to other business processes and bank divisions



Desport

Retail

Project Duration: 3 weeks (November 2023)

System Users: 1,000+

Key Challenge

Rapidly implementing an ITSM system before the first retail stores opened

Solution

SimpleOne ITSM

Results

- 01 System launch in 24 days
- 02 Automation of incident and request management
- 03 Integration with KeyCloak

Development plans

Implementing ITAM, problem and change management, integrations with Zabbix, 1C, and messenger

Thank you!

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