



Jean Delatour

JEAN DELATOUR, French leading distributor of jewelry in large stores, has chosen PYTHEAS to optimize its IT asset management and help desk

Jean Delatour's specific issues

A Lyons-born family business, Jean Delatour is the French leading distributor of watches and jewels in specialized large stores.

The group employs almost 800 people in the whole of France, and operates 37 stores and 8 shops. Its headquarters are based in Vénissieux, near Lyons.

Its customers include private clients as well as corporations.

The company's IT management is entirely performed at its headquarters; no maintenance work is performed in stores.

Jean Delatour had specific IT asset management and help desk management needs. The company also required a statistic and reporting tool.

Prior to purchasing the PYTHEAS solution, the IT asset management (for 700 PCs, 70 servers and 400 printers) was performed in an Excel file while the Help desk was managed through a Word file.

"It is important to companies today to have a centralized solution to manage their information systems so as to be more efficient." states **M. Di Paola**, Jean Delatour's IT Operations Manager.



Optimize your TCO

Choosing PYTHEAS Asset management

PYTHEAS' Series 3 Enterprise met all our identified requirements, particularly in terms of capabilities. Integrating the IT asset management, Help desk and Financial modules into one single application will allow the company a greater control over its IT assets with improved organization and maintenance.

"Indeed Series 3 Enterprise totally met our selection criteria: the various functions of the software, the technical architecture (SQL Server), the gateway to Microsoft SMS 2.0 and an excellent quality/price ratio", explains M. Di Paola.

Furthermore, the integration of the software was carried out without any difficulty. PYTHEAS' Series 3 Enterprise was perceived as a means to provide users a higher quality service, to optimize the use of IT, to control operating costs and to further plan the Management and users' requirements.

"Facing increasing demands from various managers and users, it was important for us to have a comprehensive tool to avoid problems related to the redundancy of the information. It is exactly what we found in the solution offered by PYTHEAS." explains M. Di Paola.

Groupe Jean Delatour

Business: Jewelry trade
Headcount: 800
Number of sites: 45

The project

Software used: Series 3 Enterprise
Number of pieces of equipment: 700 PCs, 70 servers and 400 printers...
Number of simultaneous connections: 5
Start date: 2002



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