PROJECT OF THE YEAR 2026 · IT AND IT SERVICE MANAGEMENT

Sunrise to Sunset: One Service Desk for Eight Countries

How a young IT function moved Chint Solar Europe from German business hours to one ITSM-driven service desk across Europe, at around 20% lower cost.

EASTERN EUROPEAN TIME
Romania
First to start the day

CENTRAL EUROPEAN TIME
Germany · Netherlands · France · Spain · Italy
Headquarters in Hamburg

WESTERN EUROPEAN TIME
Portugal · United Kingdom
Last to close the day

Sunrise in the East — One service desk, one channel, one standard — Sunset in the West

BEFORE

- Support built around the German working day
- Colleagues abroad waited for Hamburg to come online
- On-demand support, every ticket billed individually
- No consistent SLAs, service catalogue or reporting
- Small internal team busy with daily firefighting

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AFTER

- Support within every colleague's own working day
- Framework agreement with standard ITSM services
- ITIL-based processes, SLAs and a standard catalogue
- Monthly service reviews and a Copilot-built dashboard
- Internal IT focused on strategy, security and AI

8	3	150	~20%	6
countries covered	time zones, one desk	colleagues supported	annual cost saving	months, RFP to go-live

January to June 2026 · Chint Solar Europe GmbH, Hamburg

Microsoft 365 · Fortinet · Lenovo · ITSM · Datto RMM