

“The right combination of Features, Price and Support”

- Joshua Peskay, Director of IT at FCNY

AT A GLANCE

CUSTOMER'S BUSINESS

IT Services for Not for Profit Organizations in New York

CHALLENGES

Trouble tracking tickets, ticket prioritization, lack of visibility of key metrics and trends, resource management

TECHNICIANS - 23

END USERS - 1200

KEY FEATURES

Incident Management, Dashboards, Tasks, Reply Templates, Notification Rules, Reports

BUSINESS OUTCOME

Enhanced response and resolution capability, Improved technician productivity and ticket prioritization, better service delivery, satisfied customers

Background

The Fund for the City of New York was established by the Ford Foundation in 1968 with the mandate to improve the quality of life for all New Yorkers. For over three decades, in partnership with government agencies, nonprofit institutions and foundations, the Fund has developed and helped to implement innovations in policy, programs, practices and technology in order to advance the functioning of government and nonprofit organizations in New York City and beyond.

Since the mid-1970s, the Fund has been committed to working with nonprofits to make sure that they have the equipment, training, knowledge and skills to use technology to maximum benefit. The Fund provides technology assistance to non-profits in a wide variety of areas including systems implementation, technology planning, database and website development, and support. Many non-profits use the Fund as their full service IT provider.

Growth causes Issue Tracking to go off track

To manage customer requests and incidents reported, FCNY used a privately developed ASP application connected to an Access database. But with a large client base of over 200, and increasing every day, FCNY realized that they had plenty of issues to cope with. They had trouble tracking tickets and were beginning to lose track of important cases. As tickets were opened, resolved and closed, FCNY had no idea about important data metrics such as heaviest requesters, open tickets, average resolution time, response time, that would help them measure and improve their IT service delivery. In the absence of any mechanism to track technician productivity and utilization, resource management was another key concern. Further FCNY thought that there was a lot to be done to improve responsiveness of the IT help desk team to the clients. Overall, there was an urgent need to revamp FCNY's approach to IT support and planning.

The Winning Combination in ServiceDesk Plus On-Demand

It was then that technology team at FCNY decided that their IT help desk application was no longer viable and set out to find something that would make a difference in FCNY's IT Service Desk operations.

Online research threw up ServiceDesk Plus On-Demand along with a host of other tools in the market. Finally, FCNY's technology team decided to go ahead with ServiceDesk Plus On-Demand.

In their own words here's why

"We felt the feature-set and pricing of SDP were superior. Also, we'd used a ManageEngine product several years back and while we ultimately stopped using the tool, we had found ManageEngine's support to be exemplary and this played a significant role. Also, ManageEngine's responsiveness to questions about functionality and pricing was superior."

Right now 23 technicians in FCNY use the application to support over 1000 users in the different non-profits they serve.

Issue tracking now covers complete ticket life cycle

Streamlining the ticket tracking process was FCNY's foremost goal with the application. Earlier, there was no tracking or awareness about unassigned incident tickets in the service desk queue. A manual incident assignment process was followed and there were instances where tickets were not assigned to any technician or work group. Sometimes, the incident ticket was incorrectly assigned due to a wrong incident category set by the end user. Further, organizing SLAs for different clients was cumbersome and communicating with clients at every stage of the ticket lifecycle was difficult. These were delaying resolution times and FCNY's ticket back log was on an increasing trend. Resolved tickets left open too long were also adding to the backlog burden.

With ServiceDesk Plus On-Demand, FCNY was able to configure business rules to check for specific parameters in the incidents, such as priority, category, etc. and assign them to specific work groups or technicians qualified to handle the incident. No tickets are left behind.

At every stage of the ticket lifecycle, FCNY is able to communicate proactively with its clients using the automated notification feature in ServiceDesk Plus On-Demand. Notifications can be configured to be sent out to requesters and technicians in response to different events such as receipt of a new ticket, assignment, change of status, closure and other updates. So all the time the clients are kept warm on their issues without anyone having to remember to update them. The Reply Template feature has helped technicians draft ready-made replies and send them out from the application at the click of a button. Moreover, all conversations are merged with the ticket, so tracking them is easy.

Once tickets are resolved, FCNY technicians are able to choose between a manual and automated request closing process so they are assured that a resolved ticket is closed and that the client is satisfied with the resolution.

Apart from the above, technicians are able to perform a wide array of actions on tickets such as pick them up, re-assign them, add Solutions, update Notes, maintain Work logs to track effort and cost, merge and clone tickets, send tickets for approval and close tickets automatically after resolving them.

"The way we manage tickets has undergone a sea change at FCNY. ServiceDesk Plus On-Demand has seen us improve our response and resolution capabilities to a considerable extent. The quality of our service delivery and the control over our help desk operations has definitely improved", says the FCNY technology team.

Dashboards, Auto Assign and Tasks aid Ticket prioritization

Ticket prioritization was another area that ServiceDesk Plus On-Demand added value in FCNY's IT Service Desk operations. Different clients with different SLAs meant different deadlines and FCNY's technicians were finding it difficult to prioritize tickets and organize their schedules.

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ServiceDesk Plus On-Demand has changed all that. With the comprehensive dashboard and configurable 'Request List Views' showing a listing of tickets across different categories, technicians in FCNY are able to instantly check the status of their tickets for each client as soon as they log into the application. They get to see the list of tickets overdue or due that day. This helps technicians track and prioritize incident tickets organizing their workload. In any view, overdue tickets appear flagged so the technicians recognize them instantly.

ServiceDesk Plus On-Demand has helped FCNY assign automatic priorities with the ITIL recommended priority matrix mapping impact and urgency. So when a user sets these fields for a ticket, the application automatically sets a priority for the ticket. Moreover, each priority can be color coded so different priority tickets can visually appear segregated on the list.

Technicians also set up tasks for different clients they deal with including information such as scheduled start times and end times. These tasks can be assigned to other technicians and are listed on the technician dashboard. Technicians are notified by email a specified time before the commencement of the task so they can prioritize their workload. FCNY technicians are now able to set up scheduled, recurring tasks for clients.

Advanced reporting provides insightful analytics

ServiceDesk Plus On-Demand has also helped FCNY gather key metrics data and identify important ticket trends that serve as pointers to help desk performance. Data that offer important insight such as requesters with maximum ticket volume, open tickets at a given time, average response and resolution time, SLA compliance, etc. can be easily pulled from the over 100 out-of-the-box reports or easily configurable custom reports available in the application. This analysis has helped FCNY identify and improve specific areas of their IT Service Delivery mechanism.

And one more thing

"Another thing that has positively impacted our IT operations," says the FCNY technology team "Is ManageEngine's consistently prompt and highly competent support. It saves us tons of time dealing with issues in SDP."

About ServiceDesk Plus On-Demand

ServiceDesk Plus On-Demand is a complete SaaS based, ITIL ready help desk system for businesses of all sizes. With ITIL process workflows and extensive reporting capabilities, it enables the IT organization to manage end to end operations of the help desk providing best in class service to the users. With no servers or software to set up, and attractive pay as you go pricing ServiceDesk Plus On-Demand is the answer to any help desk manager who wants to use market leading technology to optimize IT service desk operations.

ServiceDesk Plus On-Demand comes with a plethora of features including

- Automated ticket management
- Configurable Business Rules and SLA
- User Self Service Portal
- Integrated Knowledge Base
- Asset Management, Purchases & Contracts
- ITIL workflows for Incidents, Problems and Changes
- Extensive reporting and dashboard capability

With Service Desk Plus On-Demand you enjoy the unique advantage of Over 7 years of SaaS and IT ServiceDesk Experience: Zoho Corporation has been a SaaS vendor for over 7 years and over 4 million users access the Zoho services. The installed version, ServiceDesk Plus from ManageEngine (the IT management division of Zoho) has been in the market for the same time and has over 15,000 organizations using it for their IT management needs. So ServiceDesk Plus On-Demand comes from a rich background of SaaS and IT service desk experience.

For more information on how ServiceDesk Plus On-Demand can help you with your IT service management needs, please visit <http://sdpondemand.manageengine.com>

Contact sdp-ondemand-support@manageengine.com | sales@manageengine.com

US: +1 888 720 9500 Intl: +1 925 924 9500 US Intl: +1 800 443 6694 Australia: +1 800 631 268 UK: 0800 028 6590