



CHESAPEAKE BAY ACADEMY LEARNS THE POWER OF INVGate SERVICE DESK

Chesapeake Bay Academy, a private nonprofit school for students with learning differences, needed to improve its IT support capabilities. It was previously reliant on emails for the notification of IT issues and requests, plus the day-to-day management of IT support operations and reporting. This was causing problems for both IT and its customers, until the Head of School decreed that a fit-for-purpose ticketing system was needed. Since Chesapeake Bay invested in the InvGate Service Desk IT service management (ITSM) suite, the use of ITIL best practice embedded within a practical ticket management system has allowed the academy to improve insight into, and control of, IT support workloads, shorten resolution times, and improve end-user satisfaction.



EMAIL WASN'T DELIVERING AGAINST CHESAPEAKE'S NEEDS

Prior to the academy's investment in InvGate Service Desk, the Information Systems Manager – who supports 145 end users, 130 PCs, six servers, and 40 iPads, and liaises with vendors for third-party support of equipment – relied on email and a manual IT asset inventory, i.e. Chesapeake Bay IT lacked a fit-for-purpose ticket management system. The academy's facilities team also had a similar reliance on email for support too.

As a result, the academy suffered from a number of issues, including:

- ❏ Missed or delayed reporting of incidents – these issues would remain unaddressed until they were considered emergencies or flagged to the Head of School as escalations
- ❏ There was little structure to incident management, no workflow, no knowledge management, and no ability to prioritize the most important issues to the front of the work queue
- ❏ No accurate performance data related to service levels and operational efficiency/effectiveness – just IT support stress and an inability to accurately provide metrics to stakeholders

With the result being end-user and customer satisfaction issues.



SELECTING A TOP-OF-THE-CLASS TICKET MANAGEMENT SYSTEM

*"I needed a solution that's easy to use, accessible from anywhere,
that provided communication tracking, and is flexible.
Most of all I needed one that would fit
the budget of a nonprofit."*

Christopher Hoth,
Information Systems Manager,
Chesapeake Bay Academy

On the back of the above issues, the Head of School insisted that the Information Systems Manager invest in a fit-for-purpose ticket management system that met the academy's needs while also being within budget.

Initially, Chesapeake Bay considered leveraging software it already had, specifically Microsoft SharePoint, to create IT-support-related forms and databases. But, without programming resources, it looked too complicated to build a ticket management system from scratch – with this route also expected to deliver something very limited.

Then, many free and low-cost ticket management systems were trialled, but most had issues:

- ❏ The free tools were too limited (in capabilities)
- ❏ The low-cost tools were too complicated or didn't provide sufficient integrations to achieve what the academy needed

Plus, many of these ticket management systems weren't thought to be intuitive-and-easy enough for people, including end users, to use.

These other tools included ManageEngine, Spiceworks, and SolarWinds, with the ticket management offerings either overkill for the academy's needs or their non-profit pricing was just too steep. The selected ticket management system, InvGate Service Desk, met all of the academy's needs and within budget.



"When I first tested InvGate Service Desk, at first I thought it might be too simplistic. But, after diving into its features and abilities, I found it to be a very well thought out application that provides great flexibility and was easy to setup and integrate into our processes. And the best part was its ease of use for my end users, which was the biggest hurdle – end-user buy in. If end users won't use a ticket management system, then everything else doesn't matter. But my end users took to it straight away with very little training."

Christopher Hoth,
Information Systems Manager,
Chesapeake Bay Academy

Chesapeake Bay learned a lot during the evaluation and selection process. In particular to have separate lists of must-have and nice-to-have features to ensure that the selection process stays focused on true needs. Plus, that evaluation needs to keep one eye on future needs too – to reflect that both IT and organization needs change – with the best products those that can adjust to these needs rather than requiring the customer to adjust to their way of doing things.

GRADUATING WITH HONORS

FOLLOWING THE INTRODUCTION
OF INVGATE SERVICE DESK,
CHESAPEAKE BAY HAS REALIZED A
NUMBER OF BENEFITS AND
IMPROVEMENTS:

- Greater control over incident management
- End users are happier with the IT support they receive – and complain far less frequently
- End-user self-logging capabilities mean end users are now able to report their issues when they want and from pretty much anywhere thanks to InvGate Service Desk being consumed as a cloud service
- IT support can now prioritize and track incidents, and then show the work undertaken through reporting and analytics capabilities
- Analytics and reporting capabilities make it easy to understand ticket counts by type for any given period along with the respective resolution times
- There are fewer IT-issue surprises and emergencies
- The relationship with end users, and customer satisfaction, has improved dramatically
- Automated email processing allows end users to respond via email with it recorded directly to the appropriate ticket

Following the success of InvGate Service Desk for IT support, Chesapeake Bay now plans to use it for facilities support too.





ABOUT CHESAPEAKE BAY ACADEMY

Chesapeake Bay Academy is a private nonprofit (501c3) school for students with learning differences, whose academic needs are not being met in a traditional classroom environment.

These students are very capable, intelligent young people, they just learn differently.

ABOUT INVGATE

InvGate is a provider of IT service management (ITSM) and IT Asset Management (ITAM) solutions, designed to simplify and improve the lives of IT professionals.

InvGate Service Desk helps customers to provide better IT support, offering a single point of contact for end users to report IT issues and make requests for new services. With capabilities aligned with the ITIL best practice framework, InvGate Service Desk enables your company to improve IT support efficiency, to reduce costs, and to improve the quality of service and the customer experience for end users.

If you'd like to try InvGate for yourself, then you can start your free 30-day trial today.

