



InvGate
Service Management



UNIVERSIDAD
AUSTRAL



Case Study

Education

How Austral University completed its digital transformation with InvGate Service Management



+1500
IT Assets



3 University
Sites



49
Agents

Figures achieved with InvGate

50% to 0%

e-mail request
management

**Reduction in request,
tracking, and SLA
compliance times**

**Dramatic improvement
in efficiency and human
resource allocation**

Challenges

- ✔ Universidad Austral was using an ITSM tool with an outdated look-and-feel and unintuitive navigation.
- ✔ They were not aligned with formal ITIL processes.
- ✔ They relied on emails and phone calls to manage requests.

Goals

- ✔ Eliminate dependence on e-mail to handle requests.
- ✔ Implement ITIL aligned processes.
- ✔ Adapt to new look & feel and user experience trends.
- ✔ Provide students, teachers and employees with a portal to make their requests to the Systems area.

Improvements

- ✔ Implementation of InvGate Service Management as a cloud based solution

Results

- ✔ Dramatic improvement in the efficiency and distribution of resources.
- ✔ Reduction in request management times, follow-up, and SLA fulfillment.
- ✔ Alignment with ITIL processes.

Interview

Leandro Cabrera

Operations and Technology Manager

What challenge led you to decide to implement an ITSM tool?

The software we were using before, Simax, was very outdated. It wasn't responsive, it wasn't accessible online from anywhere, it had an outdated look and feel and it didn't comply with ITIL standards, so we needed to upgrade to meet these kinds of needs.

Before InvGate we didn't have formal ITIL processes and this tool helped us implement some basic processes. We also didn't have a portal for users to place their requests and we relied heavily on email and phone calls. So, along with the change of tool came a cultural change within the organization, where the most important point was the elimination of those means to move to a comprehensive management portal such as InvGate Service Management.

What made you choose InvGate over other providers?

There were many factors. To begin with, I imagine that like many other companies, we have a thorough purchasing process in which we have to present a short list of options. Then we put into a matrix a great variety of aspects to evaluate: whether the tool is in the cloud, whether it has APIs for integration, whether it offers local support, through what means and at what times... Thus, we have different indicators that showed us which was the right tool. InvGate's solution was the most complete in terms of features and

functionalities, and it also turned out to be very flexible and easy to integrate with other tools.

How was the implementation of InvGate Service Management?

From a technical point of view, it was very simple. I remember that when we were given the first username and password to enter the system, we got anxious and started configuring it ourselves. And the truth is that in two hours we were able to start managing requests. We also had a very complete training by InvGate for all the staff that was going to be involved. The tool is super intuitive and very agile, so it is easy and quick to learn how to use it.

What changes did you perceive in your operations after implementing InvGate?

Our metrics and our daily work at the help desk were radically transformed. We went from having 50% email management and 50% phone management to having zero mail management and very little phone management. Everything moved to the InvGate Service Management portal, which allows us to route requests directly to the appropriate sector and have end-to-end visibility into resolution. **This represented significant savings in relation to help desk operators, as we were able to improve efficiency and the distribution of human resources in the team.**

In addition to that, **we had a real process of cultural and digital transformation.**

Internally, we carried out a major communication campaign for all employees, students and professors of the University, changing the e-mail culture so that they started to communicate with the Systems department through the InvGate portal.

Were you able to quantify savings?

The main thing we promised within the organization and to the CIO was basically savings. As a University, we are a not-for-profit organization and every investment, whether in hardware or software, has to come with tangible savings and improvement. What InvGate allowed us to do with this transformation was the possibility of redistributing and optimizing the working hours of the help desk agents.

What are your favorite features?

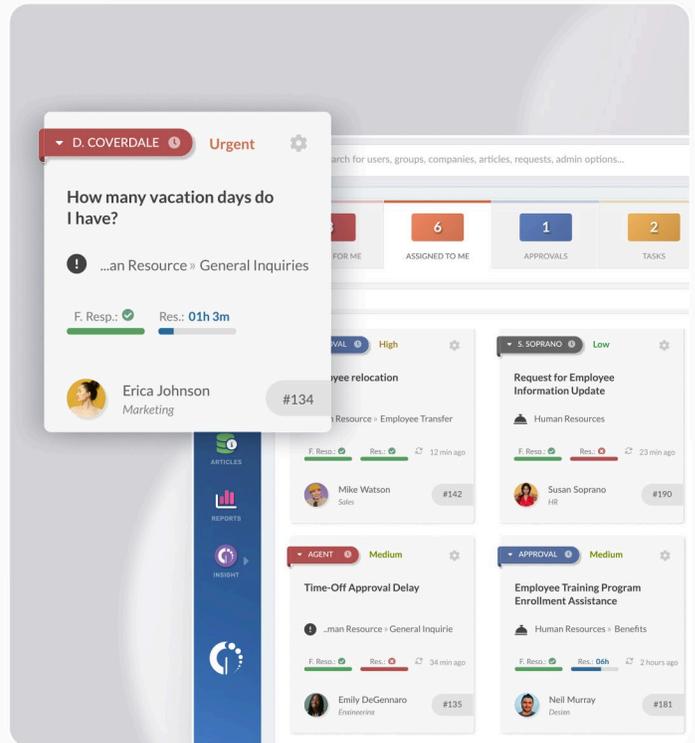
The most interesting for me are the dashboards and reports, since my role as a Manager requires using metrics to have visibility into the help desk operation. Perhaps for an agent the best is the organized and centralized view of the request landscape, with shortcuts and immediate actions to manage them easily.

In my opinion, the reporting functionality is very flexible and varied, as it allows to get

data very easily on different indicators: request resolution, SLA compliance, hours tracking, waiting times, etc.

In which areas did you implement InvGate Service Management?

The first step was naturally the Systems Department, where we worked to organize the management of requests based on our service catalog. Then we moved on to Operations and Maintenance, and next year areas such as Human Resources, Purchasing, and perhaps the Program Secretariats will follow.



“InvGate Service Management led to a digital and cultural transformation in our organization.”

Leandro Cabrera
Operations and Technology Manager

Recognized by the best in the industry

