Chesapeake Bay Academy

Improving customer satisfaction with a professional service desk

💻 130 PCs

🗄 6 Servers

👤 145 End Users

Figures achieved with InvGate

Dramatically **improved** customer satisfaction

Better **resolution times** and incident prioritization

Savings in infrastructure

Challenges

- Missed or delayed reporting of incidents, with issues remaining unaddressed until they were considered emergencies.
- Lack of workflows, knowledge management, or ability to prioritize the most important issues to the front of the work queue.
- Lack of accurate performance data related to service levels and operational efficiency/effectiveness.

Goals

- Move away from the reliance on emails for the notification of IT issues and requests.

Improvements

- Implementation of InvGate Service Desk as a cloud service.

Results

- Incident prioritization and better resolution times.
- Customer satisfaction improved dramatically.
- Savings in infrastructure with SaaS.
- Automated email processing allows end users to respond via email with it recorded directly to the appropriate ticket.

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

Christopher Hoth
Information Systems Manager

invgate

Interview

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Information Systems Manager

What started you on your search for an ITSM solution?

Chesapeake Bay IT relied on email and a manual IT asset inventory. We 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, we had a number of issues, such as:

- 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.

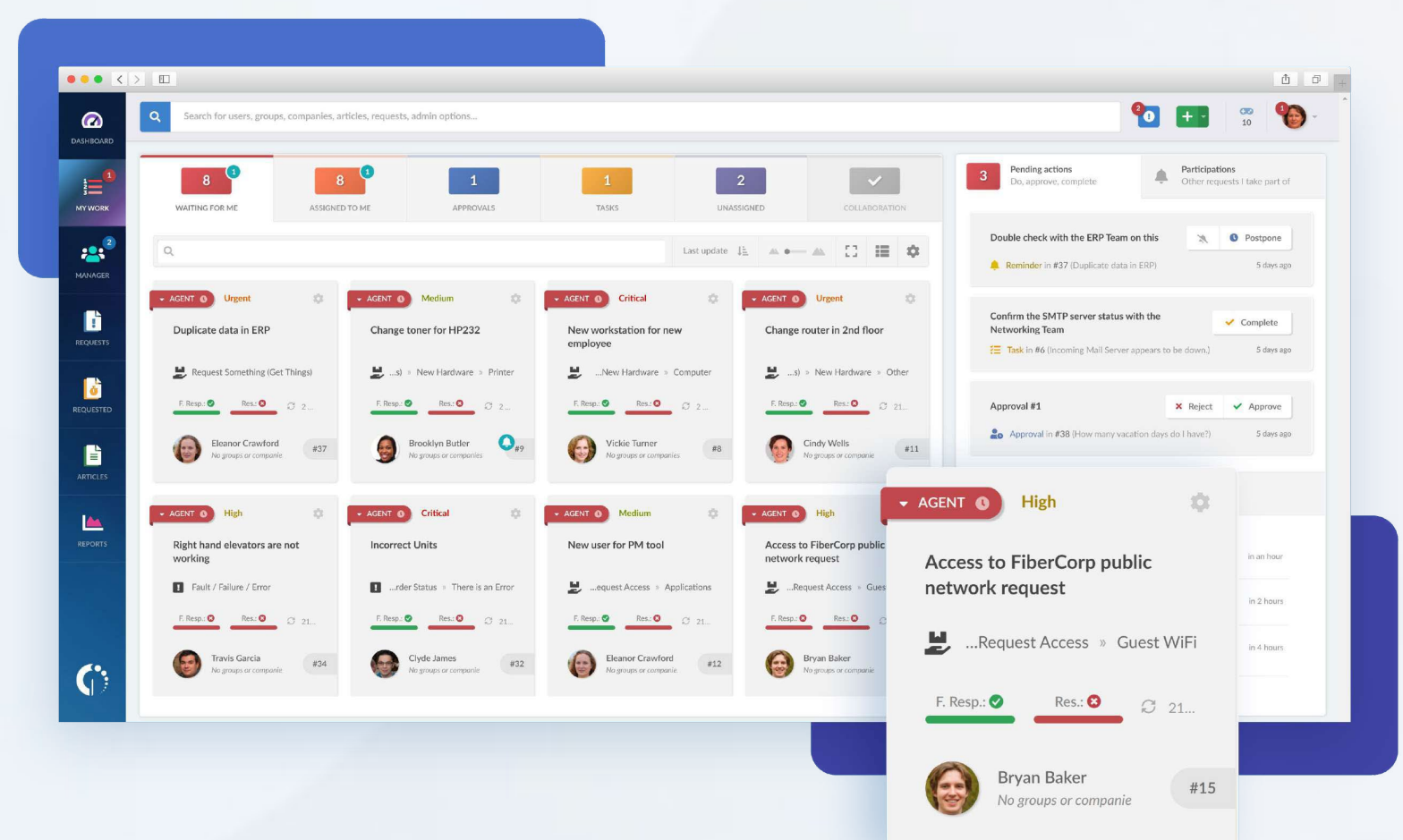This led to end-user and customer satisfaction issues.

What did you set out to look for in an ITSM tool?

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

Which ITSM tools did you consider before landing on InvGate Service Desk?

First we considered leveraging software we 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.

Then, many free and low-cost ticket management systems were trialled, but most had issues. The free tools were too limited (in capabilities), and the low-cost tools were too complicated or didn't provide sufficient integrations to achieve what we 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 our needs or their non-profit pricing was just too steep.

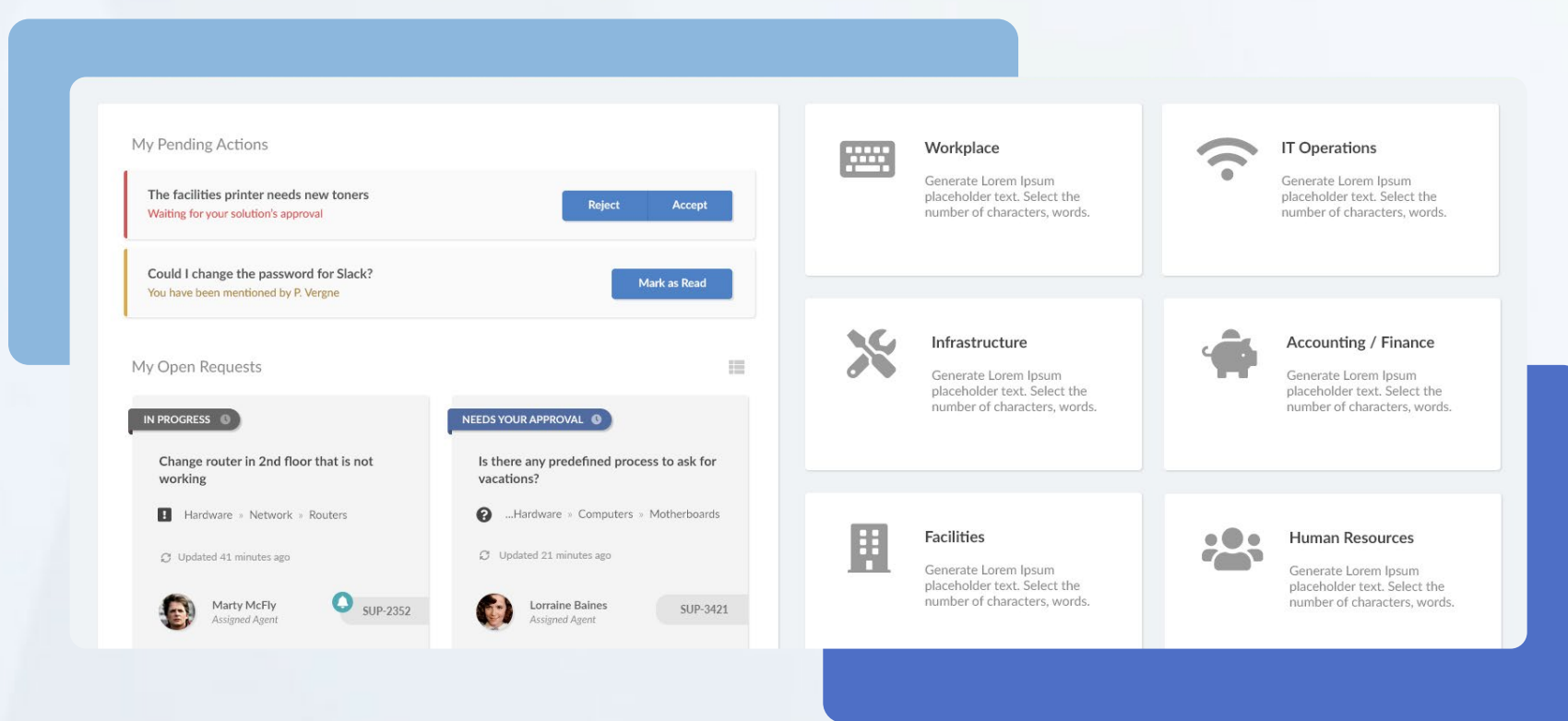invgate

What made you go with InvGate Service Desk?

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 set up 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.

What improvements have you seen since implementing InvGate Service Desk?

We achieved greater control over the incoming requests and incidents. That made end users much happier with IT support, and we've seen less complaints. End users are now able to report their issues when they want and from pretty much anywhere thanks to InvGate Service Desk being a cloud service.

IT Support can now prioritize and track incidents, as well as show the work undertaken through reporting and analytics capabilities. These make it easy to understand ticket counts by type for any given period along with their respective resolution times. There are also way fewer IT-issue surprises and emergencies.

All in all, the relationship with end users, and customer satisfaction, have improved dramatically.

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