

&



Case Study

Education

How Harmony Public Schools leveraged InvGate Service Management's customizability to improve customer experience



550
Agents



+58 Schools
around Texas



+4500
Employees

Harmony Public Schools powered by InvGate Service Management

300%

increase in fulfilled
service requests

71.5%

improvement in
response times

310%

Increase in service
categories

Objectives

- ✔ Harmony Public schools needed to provide multi-area support to 58 schools.
- ✔ They had a number of unique logistical challenges, such as routing each request based on the location.
- ✔ They needed a tool that was customized for use in the field of education.

Resolution

- ✔ Measure the performance of crucial agents such as Operations Managers and IT Specialists at 58 schools across the district.
- ✔ Expand their service catalog.
- ✔ Increase the adoption of their service management tool.

Improvements

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

Results

- ✔ 71.5% increase in resolution, wait, and response times.
- ✔ Increase of 210% on supported service categories.
- ✔ 300% increase in fulfilled service requests.

Interview

Martin Nuñez

Service Management Manager

What led you to decide to implement an ITSM tool?

Our schools are in different locations around the state of Texas and it was a challenge to be able to route all requests based on the client's location. This makes us unique in terms of the logistics we have to consider in order to provide good customer service. So we began to evaluate the option of having a platform that would allow us to provide that good customer service.

How was the implementation?

It has been a very good experience to have a Customer Success team by our side to customize the product and adapt it to our needs. I think that's the biggest difference between InvGate and other alternatives, where the customer has to accommodate the product specifications and not the other way around. They helped us put together the catalog and configure the product based on our specific routing cases. It has been a privilege to be part of this collaboration.

We went from having 55 service categories to 174, where virtually all departments collaborate: Finance, Human Resources, Operations, Superintendent Office, IT, and Academics.

What other Service Management software alternatives did you consider?

We started with Fresh Desk, which functioned as a call center, with IT and

student information system categories. It was well received by users but only served as a basis for management, which pushed us to look for tools in the market.

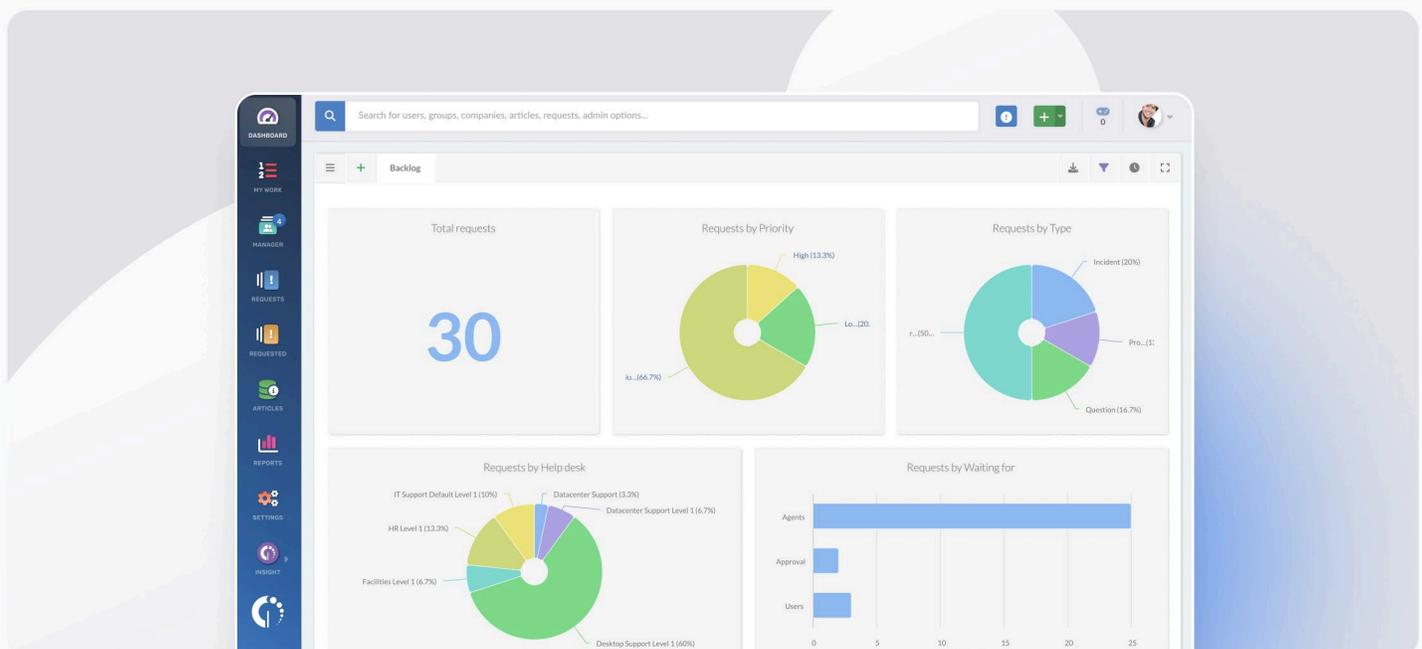
So we started actively searching. We evaluated about 12 tools taking advantage of trials to explore interfaces and functionalities. We tested FreshService, SysAid, ServiceNow, Zoho, ServiceCloud, TopDesk, Salesforce, SherpaDesk, Boss Desk, School Dude, and Zendesk, among others.

The things we didn't like about those other tools had to do with the cost, the interface, complicated main menus and how unfriendly they were for both end users and agents. And most importantly, the support. I did a lot of research on support and many tools' support departments are in India (with a 7 or 8 hour time difference with Houston). Additionally, most of the ITSM systems available in the market are designed

for companies, but we are a school and our system of priorities, routing, and communication is totally different from that of a traditional company. So we narrowed the selection down to two alternatives, one of which was InvGate, and began to test it out.

What made you go with InvGate Service Management over other vendors and products?

The difference really was in the level of customization that InvGate offered us, being able to adapt it to our needs. We have seen other types of products in which the client has to adjust to the tool and it has not been a good experience. In addition, each change we wanted to make implied a change in the pricing according to the functionalities we wanted to use and their parameters. The agreement we reached with InvGate was a success in terms of business value and



benefits; in fact, we want to have all Harmony employees using the tool. We currently have 550 agents and we want to reach about 1,200.

How did InvGate help you meet your goals?

Today we are able to build our catalog and provide support to all 174 service categories, overcoming the challenge of the different locations around Texas.

What are your favorite features?

Tracking in the request log and simple interface, especially for the end user. For me the Dashboard is excellent and has a lot of potential, even more than reports. Another feature that we like is the ability to make templates or forms within certain categories of service.

What advantages do you think the cloud delivery model brings?

To be able to enjoy future updates from InvGate and not deal with investment costs in local servers.

What improvements have you noticed in your daily operations? Can they be quantified?

- ✔ We went from having unread emails with pending requests for three months, to requests resolved within a week.

- ✔ We began to measure the performance of crucial agents such as Operations Managers and IT Specialists at 58 schools across the district.
- ✔ We went from having 500 requests per month to 2,000 in less than two months.
- ✔ Improved first contact resolution, wait and response time rates. We went from having first response times of one week to two days. And something very important is to be able to create relationships within the application with external agents and entities that have a lot to do with solving questions and problems.
- ✔ End users are happy with the product and want to create more and more categories. Last year with our previous tool we handled 56 categories; today we have 174.

What are your next steps? Do you plan on using more functionalities?

We plan to go from 550 agents to 1,200 in the short or medium term, to take advantage of the tool's potential throughout the entire organization. We are also in the very early stages of developing our Knowledge Base, confident that it will be crucial for the school year. Little by little, end users will be able to find automatic solutions to their questions themselves. We are definitely pushing all employees (4,500) to move from email to

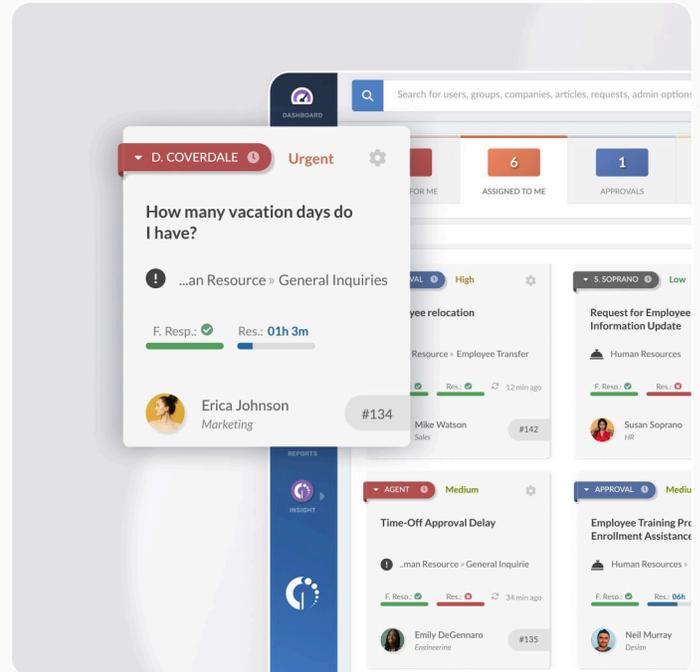
tickets. There is better control over them, determining times, necessary training and employee performance. In a second stage we will dedicate ourselves to creating workflows to optimize processes. I envision this for the second year.

Finally, we plan to have a second instance to handle Students and Parents. It would be great for our District to be able to handle questions and requests from those users through InvGate Service Management.

Why should other organizations choose InvGate?

InvGate Service Management has great potential in the field of education, which is really inhospitable terrain for many providers here in the United States, because it brings with it a number of peculiarities that must be considered for the product to be suitable.

InvGate managed to overcome all of our challenges and add value to the business. I want to thank you for all the collaboration so far, we have received exceptional attention from the team and we are very happy with our decision.



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Martin Nuñez
Service Management Manager

Recognized by the best
in the industry

