UCA

- 🌐 Argentina
- 👥 5,000 employees
- 🏛 Education

Founded in 1958, Universidad Católica Argentina (UCA) has campuses in Buenos Aires, Paraná, Rosario, and Mendoza. It's recognized for its academic excellence and commitment to holistic education. UCA also contributes to the country's research development and educational innovation.

62% increase in first call resolution.

28% improvement in SLA compliance, reaching 90%.

20% reduction in inquiries thanks to the self-service portal.

Case study

How UCA Achieved a 62% Increase in First Call Resolution With InvGate

The User Support Center (CAU) at UCA managed IT incidents and service requests through multiple channels, which caused delays and lower satisfaction levels.

With InvGate Service Management, the university implemented a self-service portal and an integrated asset inventory, improving resolution times and metric visibility.

Challenge

After obtaining its ISO 9001:2015 certification, the support center identified a key need: enabling users to independently track their requests and access greater transparency.

Until then, operations were handled through various channels, leading to delays, lower satisfaction, and higher workloads. UCA aimed to centralize all support operations in a single portal and improve cross-department collaboration, making it easier to identify recurring problems and adjust workflows for better service.

Tracking tickets alone consumed 25% of the team's time, while the lack of automation in approvals and routing increased resolution times by 20%.

Solution

With InvGate Service Management and InvGate Asset Management, UCA centralized support operations and enabled user self-service, reducing resolution times and improving user satisfaction. The implementation was simple and did not require specialized technical profiles, thanks to the support of our partner ThinkHub.

✓ **Integration with InvGate Asset Management**
The IT asset inventory was linked to tickets, speeding up diagnostics, optimizing purchasing, and providing accurate metrics by department.

✓ **Self-service portal and centralization**
The CAU unified all requests in a single portal, allowing faculty and administrative staff to track their own tickets and rate the service they received.

✓ **Analytical reports to optimize workflows**
Reports made it possible to identify recurring issues, fine-tune workflows, and make data-driven decisions.

✓ **Automation and cross-department collaboration**
Internal processes were improved through automatic approvals and efficient routing. This reduced resolution times and eliminated the 20% delays previously seen in critical areas.

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What's next

Departments such as Human Development and Integral Security already use the tool, and plans are in place to include Library and Maintenance. In addition to expanding the solution to new areas, UCA plans to introduce chatbots for basic inquiries and continue optimizing processes through automation and data analysis. The university's goal is to build an agile, scalable, and user-centered IT support ecosystem.

"The implementation process was straightforward. We find the tool very intuitive. Since a member of the CAU team who is also a Psychology student led the project, it shows you don't need to be a developer to carry out the implementation."

Eng. Leandro Matías Ciccioli
CAU Coordinator at UCA.

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