Customer Success Story

Project at a Glance
About the Customer:

Type: Liberty Diversified International (LDI) is a compilation of several companies which serve different markets, make different products, and operate in different regions), Some of the companies are global, some serve North America, some operate only in the U.S.

Volume: 420 incidents per month, 95 work orders per month, 30 changes per month, 5-10 problems per month

Equipment supported: Approximately 1,200 client-side devices including desktops, laptops, etc. (does not include peripherals like printers); about 150 servers

Staff Supported: Approximately 1,400

The Challenge
LDI's existing help desk package was being discontinued, providing the company with an opportunity to move to a more robust solution that addressed its needs, such as giving users self-service potential, automated ticket routing and automated processes.

The Results
With the implementation of IncidentMonitor™ from Monitor 24-7 Inc. LDI introduced a simple, no-training-required, self-service portal. IncidentMonitor includes a service catalog which automates ticket routing to the right person in the right place, with full automation. The result is a minimum of 360 hours/year saved by the desktop team, another 60 hours saved on automating the process of ordering a printer cartridge.

Key Benefits
- Saves a minimum of 420 hours/year due to improved staff efficiency and process automation
- Provides end users with a self-service tool
- Maximizes resources, allowing technicians to solve more problems
- Empowers end users to stay abreast of the progress of their requests

Business Profile
According to CIO Alla Johnson, LDI is a holding company that owns and operates nine companies, ranging from retail store display design to specialty roof products to paper producing.

LDI competes in three core markets: paper and packaging; building products and workplace environments; and precision machining. It is one of the largest privately help companies in the Midwest and is nearly 100 years old.

LDI Enjoying the Benefits of Self-Service

It's not a good feeling when an application you depend on gets discontinued, but when BMC opted to stop supporting Service Desk Express, it might have been a blessing in disguise for LDI.

After all, says LDI's CIO Alla Johnson, "it was quite expensive, tough to maintain and the self-service module was not good enough to actually deploy. Realistically, it was time to change the help desk software solution", both Johnson and Client Technologies Manager Jake Johaneson conceded. "It was clunky and lacked customiza-tion, so making changes was a big ordeal and required specific skills," Johnson says.

IncidentMonitor Topped Seven Other Solutions

LDI's evaluation team quickly narrowed a search for a new tool down to four products, and then chose two finalists before selecting IncidentMon-itor™ from Monitor 24-7 Inc.
"IncidentMonitor won because of the look and feel and the self-service interface," John-son says. "The visual aspect was definitely a selling point. Everybody liked it. The other selling point is the way it handled attach-ments," Johnson says.

IncidentMonitor's Self-Service Interface was a Difference Maker

There were several requirements that were important to LDI, but none outweighed a self-service component that would make life easier for both technicians and end users. "We wanted it to be simple for end users to enter their own tickets and eventually have it become the method of choice," Johaneson says.

More and more end users were emailing issues to help desk, forcing technicians to copy and paste issue details into the help desk system. Techni-cians had to follow up at a later time to ensure the right questions were asked. "We wanted to have a simple form so that the end user can

quickly provide this information when the ticket is submitted. We planned on having electronic forms properly configured so that it would be eas-ier for the end user to submit the ticket and the agent would get the right information," Johaneson explains.

All told, Johaneson says, there were about 40 evaluation criteria, the key ones being Active Directory integration, reporting, ability to use attachments, mobile device support and category classifications.

IncidentMonitor's Ticket Routing Technology Saves LDI Time

Johnson explains that routing tickets to the right person was vital for efficiency.

"Each group has different skills and they support

different applications, so it's really important to not have all tickets assigned to the help desk and then have the help desk reassign to the right group," she says. "You'll hear that as a theme: We need to get rid of the administration portion of the help desk and get them actually working on problems. **We needed our new tool to do the assignment work for us."**

While LDI has implemented some of Incident-Monitor's PinkVERIFY™ 2011 certified ITIL processes, "we weren't really tied to those with the tool," Johaneson says. The main components they're using are Incident Management, Work Orders, Change Management and Problem Management.

PinkVERIFY™
2011
3 PROCESSES

Monitor 24-7 Inc.

Incident Management

In a nutshell, Johaneson says, this is where "something is broken and needs to be fixed."

He says under their old system they would have emails and phone calls come in to the help desk and then they would key them in, categorize them and assign them. "Basically, ticket submission was a manual process. **Now, IncidentMonitor automates all submission tasks.**", he says.

Johnson loves the way the system handles attachments on the tickets, because "when a user has a problem, there usually is an error message on the screen that they have to attach to help us resolve the issue quickly". Johaneson loved the simplicity of how attaching files worked within Incident-Monitor and that end users could easily employ it without training. **"We didn't want to train people to use the ticketing tool - then no one would use it. It has to be very easy and obvious; otherwise they'll end up calling or emailing."**

LDI Saves Time Using IncidentMonitor
Johaneson estimates about 30 per cent of the tickets are coming in by email, and they're cutting about five minutes out of the process – per ticket. All told, for incidents and work orders, Johaneson estimates about 30 hours per month are saved for the desktop support team, that has eight people, including him. The entire department, which includes desktop support, infrastructure and applications, has 26 people.

Work Orders

"A work order is a new request, not something that exists, that's broken, but something new," Johaneson says.

He says "LDI has service catalog icons set up on its self-service page, so if an employee wants new hardware or software, there are a few items in the drop down list that they can select from. They also have the option of entering items that they want. The system then automatically sends an email to their supervisor for approval. When the help desk team gets the ticket, it's already been approved so we can go ahead and proceed without having to contact their supervisor."

Johaneson said the ease in which workflows can be set up for new hire work orders and for termination work orders is a real help to their processes.

Workflow example that saves time.
Johaneson says LDI has set up "an innovative process with an outside company that handles our printer cartridges. Before, if an end user needs a toner cartridge, the end user would call our help desk and then the help desk will contact the vendor. Today, the end user accesses IncidentMonitor, selects their printer ID plus the cartridge they need. The ticket automatically gets routed to an outside vendor. The vendor then fulfills the request and closes the work order. That has really helped."

Johaneson estimates this one process "probably saves us five hours a month."

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Change Management

Change management comes into play if they are going to change an existing system that will result in or has potential for downtime. LDI classifies two different change levels: standard and non-standard. Non-standard changes represent bigger issues and need to go to the manager to assess, and once he or she signs off on it, then it goes to the Change Advisory Board (CAB). The board meets weekly and once it approves the change, it goes to an implement status and the technician can then make that change.
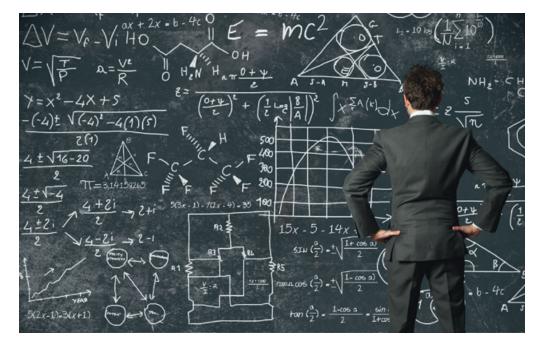
Problem Management

Problem management is used when there are multiple incidents with the same cause or something that's lingering that they don't have a fix for. "It's a way to group the same incidents into a problem. If you fix one, you fix them all," Johnson explains.

Uneventful Rollout

LDI was very pleased with the level of support it received from Monitor 24-7's Marketing and Sales Director Riaz Mohammed "did a great job". Every time we had questions he was ready to jump on a call or do a demonstration to answer all of our questions," Johaneson says.

When the decision was made in June 2012 to go with IncidentMonitor we went live in October 2012. Monitor 24-7's Doug Davidson was brought in for a week to help with the rollout and he offered "phenomenal support and knowledge," Johaneson says.

The rollout went well, he says, and Johnson added that it was "pretty uneventful" – which is a good thing when talking about an enterprise software implementation.

Since the rollout, LDI has added the Facilities Department to the system, a process that's very similar to their work order component. "We've done more work with terminations and new hires, fine-tuned those to get more automation," Johaneson adds.

About Monitor 24-7 Inc.

Monitor 24-7 redefines service management with a full-featured out-of-the-box service desk and customer-facing business process.

The award-winning IncidentMonitor delivers state-of-the-art business processes and intelligent workflow capabilities in a fraction of the time and at a fraction of the cost of other solutions. IncidentMonitor's single platform approach does not require expensive customization or additional modules.

The ITIL (IT Infrastructure Library)-compatible IncidentMonitor open framework allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization. For more information please visit **www.monitor24-7.com.**

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