

The Missing Piece

The case of how one of the premier
Government Institutions in United
States solved the ITIL puzzle

Customer Profile

Ohio Department of Education (ODE) is a governmental organization which manages more than 5000 schools in the state of Ohio. The office of ODE consists of more than 800 users with 1100 client devices in the network.

ODE's internal IT operations are managed by 75 technicians and 10 IT managers. The technicians operate on considerably high number of tickets as most of them are not so IT savvy users.

Industry:

Government

The Challenge:

Ohio Department of Education was using Numara Track IT for their IT operations till last year. The initial purchase of the solution cost them about \$75,000 and almost 6 weeks to implement the solution. They were paying an annual maintenance of \$15,000 every year. Numara Track IT is one of the pioneers in Help Desks but they didn't improve over the years with respect to the advancement in the help desk industry.

Numara was lacking with respect to the design that will enable the ODE to implement ITIL framework in to their IT operations. As a government organization, ITIL framework implementation becomes a very important aspect in the IT operations of ODE.

Matt Williams, the Technical Service Manager of ODE observes that "What Track-It really lacked was a design with the ITIL framework in mind". ODE was trying to implement ITIL framework with a solution that didn't support ITIL which eventually snowballed in to inefficient processes and procedures. The inefficient practices increased the resolution times and had an adverse impact on productivity.

“What Track-It really lacked was a design with the ITIL framework in mind”

**Matt Williams,
Technical Services Manager**

After much deliberation, the need of ITIL framework forced ODE to look for better Help Desk options. The evaluations of different help desk vendors ended with the purchase of ManageEngine ServiceDesk Plus. Matt Williams states "The design of ServiceDesk Plus from the ground up is made with the ITIL framework in mind" on choosing ServiceDesk Plus. ServiceDesk Plus has the advantage of out of the box ITIL which can be implemented within a week. With about 110 devices in place, it's an improbable task to have longer ITIL implementation cycles. As a government institution it's imperative for Ohio Department of Education to implement ITIL in their organization.

The best option was to go for an vendor who can get maximum benefit at lesser time. ServiceDesk became an obvious choice as Matt puts it. The price was affordable. Getting affordable ITIL and with such a value is a loot in tough economic times

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The standout feature for me was reporting. It is very robust and very flexible.”

**Matt Williams,
Technical Services Manager**

The other standout feature which made ODE to buy ServiceDesk Plus was the robust reporting. There are more than 100 standard reports in different categories in ServiceDesk Plus. The reports can be made in all possible combinations with respect to requests, technicians, categories, priorities, surveys, SLAs etc., Inventory Reports of assets can be made and reports can be exported in all the popular formats like xls, pdf and doc.

There is a special flash reporting tool which will allow you to get a bird's eye view of what's happening in your help desk operations. Matt Williams exclaims that "it's one of the best reporting tools in the industry and it's very robust and flexible". Matt likes the fact the customer's feedback being taken in to the product development.

ManageEngine as such is an open organization where customer feedbacks are taken in to the product development environment and a whole lot of features in every major release are customer driven. The support team provides 24 X 6 support for all the regions as ServiceDesk Plus has its footprints in more than 135 countries.

ITIL has become a need rather than a want in the world of IT management. But the way it's projected as a rocket science with expensive consultants and longer implementation cycles is no longer viable. The clients are getting smarter day by day in choosing the vendors who provide the best value for the price paid. Smart essentials of IT have become the new mantra in the IT management space. ManageEngine with its 90 – 10 promise is redefining the IT management space. Ohio Department of Education chose ManageEngine for the same promise. So did more than 10,000 customers in 135 countries

About ServiceDesk Plus

ServiceDesk Plus is web-based helpdesk software that helps you manage all your communications from a single point. It offers an integrated Request management (Trouble Ticketing), Asset management, Purchase order management, Contract Management, Self-Service Portal, and Knowledge Base. ServiceDesk Plus packs all the modules at an affordable price. ServiceDesk Plus is loved by more than 10,000 customers in 135 countries.

About ManageEngine

ManageEngine offers simple, easy-to-use IT and Facilities Management products at a price that every business can afford. It is thoughtfully built with SMBs in mind and eventually scales for large businesses. The ManageEngine 90-10 promise gets you 90% of the features of the Big 4 at 10% of the price.



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