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# Cape Peninsula University of Technology Realizes Success Using HEAT for Business Service Management

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## COMPANY

**Name:** Cape Peninsula University of Technology

**Location:** South Africa

**Industry:** Higher education

**Website:** www.cput.ac.za

## SOLUTION

HEAT Service Management

## BENEFITS

- Strong support for self-service to speed incident reports and requests for service
- Automation increases the chance of business process success
- Improved ITSM reporting for auditing purposes
- Enhanced mobile platform capabilities enhance workflows, save time

Cape Peninsula University of Technology (CPUT) is South Africa's only university of technology in the Western Cape, and the largest university in the region. The university hosts 34,000 students, employs close to 2,000 staff members, spans 11 campuses and supports more than 80 undergraduate and postgraduate courses in programs including applied sciences, business and management, education, engineering, health and wellness, and informatics and design.

## ITIL Expertise Leads to HEAT Deployment

Just a little over a decade ago, the Cape Technikon and Peninsula Technikon colleges merged to create South Africa's Cape Peninsula University of Technology. The union was one of many important steps the country was taking to transform its higher education system to meet the needs of a more technology-oriented economy, among other goals.

The institution's birth brought together the IT departments of Cape Technikon and Peninsula Technikon. To guide the activities of the consolidated IT department and improve performance and services, CPUT also created a cross-functional unit to manage, implement and maintain strategic functions and processes, such as IT service management and auditing.

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Hennie Pretorius, Strategic Services Manager, CPUT

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Its first step to ensure success was to invest heavily in ITIL as a discipline. Having developed strong skills in the framework, familiarity with the terminology, and a keen focus on functional requirements and capacity management for defining, managing, and delivering IT services in a cost-effective and timely way, CPUT knew exactly what it needed when it came time to acquire a solution to support ITSM best practices according to ITIL.

That solution was HEAT Service Management, which CPUT implemented for Service Desk, Incident Management, Service Level Management, Change Management and Configuration Management, of which a fundamental component is the Configuration Management Database (CMDB). CPUT also enlisted Blue Turtle Technologies to serve as a solution provider and consultancy for its service management initiatives using HEAT.

“We engaged with CPUT to lend our expertise to migrate them from ITSM 7 to HEAT 2014 and to assist them with aligning the new platform to best practice and their service management policies and procedures. Our experience with platform migrations proved invaluable in ensuring a smooth transition for HEAT 2014,” says Paul Bornhutter, product manager for HEAT Software at Blue Turtle Technologies.

### HEAT Meets Mobile Requirements and Audit Demands

Since its initial deployment, CPUT has stayed current with HEAT by progressing first to the HEAT 2014 Service Management Platform, and then in summer 2016, by moving to HEAT 2015, with IT taking advantage of enhanced capabilities including self-service for creating, tracking, resolving, and closing incidents and requests for service.

“Even if a manager is not on campus, they can approve an RFC [request for change] or look at calls on your phone,” says Hennie Pretorius, strategic services manager at CPUT. “People are roaming more, and what is beautiful about HEAT is that even if you are not on campus, you can do your work and it still gets recorded.”

CPUT’s IT team of a few dozen people has been reaping benefits from HEAT since it began using the technology some years ago, much of it thanks to the strong support for self-service and automation that the solution has had all along.

“We’ve created a lot of self-service applications that users can log on to,” says Pretorius. “The biggest use of automation at this time is self-service within IT.” Among those users are students and academics who request services or help, as well as support staff who fulfill those requests, such as activating new laptops or resolving incidents. Whether users prefer to request service or report an issue via self-service or call the service desk, the requests are routed swiftly to the right support team.

Change management is highly automated, and approval roles are automatically assigned to specific teams. The value of process automation can’t be underestimated, and eliminating manual tasks makes it far less risky that important business processes like change management will fail, Pretorius explains. Even better is automating that process as simply as possible, which CPUT has done for change management “using the strength of HEAT,” he says.

HEAT Service Management Reporting also makes it possible for the IT staff to get real statistics into the relationship between an incident, problem or change, and seamlessly provide evidence of change governance to both external and internal auditors.

“The amount of reporting we can generate and automate is a big benefit. In the IT environment, the focus on audit is strong, especially in change management,” says Pretorius, and analysis of logged calls enables IT to understand and convey the impact of one configuration item change on another, reducing the chances of unintended service outages. “Those are the biggest advantages of HEAT,” he says.



### Supporting More Business Service Workflows

IT’s use of HEAT for IT service management has been so successful that Pretorius has been showcasing the technology to other service-related units at the university. “They could see how to handle queries in terms of stats,” he says. “In terms of customer focus and service delivery, any question is logged and handled properly.”

The showcases were a success. Now, other departments have begun deploying HEAT for handling their requests, including Legal and Maintenance & Facilities. For example, “any facilities or maintenance request, such as painting, will go through HEAT in the future,” Pretorius says.

Additionally, HEAT’s powerful workflow engine has applications for a large contracts management project the university is spearheading. CPUT plans to leverage HEAT to follow the lifecycle of contracts from inception to renewal, capturing details and approval phases, automating previously manual tasks. HEAT will be used to ensure that tasks related to legal department documents are managed and processed in a timely way and that relevant alerts are issued as needed. “We’ll use it for all types of contracts,” he says. “During classification, there will be 16 to 20 contract types, from payments, to memos of understanding, to legal contracts and software maintenance contracts.”

### Sharing Expertise with the Community

Pretorius is sharing the expertise CPUT has developed from using HEAT with others in the Western Cape. He and his team also have showcased HEAT, and how CPUT has applied it to business processes, to other members of a user community in the region.

CPUT is supporting HEAT Software’s efforts to expand service management and HEAT expertise in the Western Cape, including making labs available and potentially a short course. “We’d like to make HEAT more accessible to the local market, and share skills and competencies with one another,” he says.

### What's Next for Service Excellence

"When we embarked on the migration journey with CPUT, we had no idea how positively users would react to the new web-based HEAT 2014 platform," says Bornhutter of Blue Turtle. "Not only was the dramatic increase in client performance well-received, but the fact that users could access the solution from any network linked device meant an increase in HEAT's adoption with the University."

CPUT is looking forward to the portfolio and project management module in HEAT Service Management 2016 to support a new project office to standardize all their projects in IT and other departments. Features focusing on project lifecycle workflows in combination with release management, for example, would "give us a lot of value in terms of supporting projects."

There's plenty of value still for IT to exploit with HEAT Service Management, he says. Team members conduct surveys for every closed call and users of the solution meet monthly to discuss current processes and how they can be improved upon.



"We haven't used the full potential of this product. It's so powerful," says Pretorius. "We're extremely happy with it and we see ourselves investing in HEAT for many years to come."

"Together with Hennie's vision, his belief in the power of the HEAT platform, and our product expertise, we believe that HEAT will grow its way in all areas of the University that have a need for a service management platform," says Bornhutter.

"It's such a powerful product. We see ourselves investing in HEAT for many years to come."

Hennie Pretorius, Strategic Services Manager, CPUT



### ABOUT BLUE TURTLE

Blue Turtle Technologies provides solutions for optimizing, enhancing and leveraging existing IT investment, and supporting the cost-effective delivery of new technology initiatives. With experience from mainframe to desktop, Blue Turtle delivers solutions for the effective management of IT infrastructures employing innovative software products, backed by best-practice implementation services. Blue Turtle's strategy leverages best-in-class software products brought together from leading international and South African software providers to deliver compelling and cost effective technology management solutions to customers. For more information, go to [www.blueturtle.co.za](http://www.blueturtle.co.za).

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