



HEAT Service Management Makes the Case for Better IT Service at International Law Firm

COMPANY

Name: International Law Firm

location: New York

Industry: Legal Services

SOLUTION

HEAT Service Management, cloud deployment

BUSINESS BENEFITS

- Delivered better IT service to make lawyers more productive
- Improved visibility and executive-level reporting
- Achieved rapid time-to-value with cloud service management



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Service Desk Manager,
International Law Firm

This global law firm, headquartered in downtown Manhattan, has a reputation for innovation and a keen understanding of the business cultures of the countries in which it operates. The firm has more than a dozen offices in major financial centers around the world and employs more than 1,000 attorneys. Clients include multinational companies, international financial institutions, sovereign governments and their agencies as well as domestic corporations and financial institutions.

IT as Strategic Business Enabler

The law firm has used HEAT Software HEAT Service Management deployed in the cloud since 2012 to improve IT service delivery to the firm’s 3,000 employees. The firm wanted an IT service desk solution that would improve day-to-day operations and increase service management and business alignment. At the time, the firm used a homegrown helpdesk that was built around Lotus Notes.

The firm’s service desk manager set out to find a new solution. He researched the market and talked with peer firms to create a short list. “We started with a fresh piece of paper and designed our ideal solution,” he says. “Fortunately, those capabilities were already built into HEAT Service Management.”

Deploying HEAT Service Management in the cloud accelerated the time-to-value. The IT team at the firm worked closely with HEAT Software Professional Services, beginning with gathering business and technical requirements, creating a pilot environment, and then deploying HEAT Service Management in the cloud. The entire process took less than four months. Ongoing operations and maintenance of the cloud solution has been straightforward.

Rapidly Address Service Requests

About 150 IT staff at the law firm use HEAT Service Management for comprehensive service management with world-class availability, reliability and security. It uses HEAT Service Management Incident Management, Problem Management and Knowledge Management modules. HEAT Service Management allows the IT team to quickly and easily capture, identify and respond to issues and service requests. And when problems arise, IT staff can take action to correct or minimize the impact of problems and address their cause.

HEAT Service Management has helped IT rapidly resolve issues. “HEAT’s workflow and SLA breaching notifications allow us to provide a better level of service,” says the service desk manager. In the past, there were often gaps in delivering a service because the tickets would be assigned to the person who was working on the incident, but the rest of the team had no visibility into their progress or completion.

“Like many organizations, the first-level support team is very hands-on and takes ownership, but the third-level support team is often less responsive because they are tasked with working on strategic problems, not troubleshooting,” he says. But with HEAT Service Management, a first-level analyst can monitor an incident throughout the entire process to ensure that it is completed satisfactorily. “Using HEAT gave us the added visibility and increased the efficiency of our service desk-staff,” he continues.

Service desk analysts are more efficient with HEAT Knowledge Management because they can quickly search, view and retrieve answers to common questions. They can easily create, approve and maintain the information so that knowledge best practices can be shared throughout the organization. The content is updated quarterly to ensure the information stays up-to-date and relevant.

Receptionists in the New York office also use HEAT Service Management to loan out and track mobile device accessories in the conference rooms. IT easily created a custom module to provide visibility and reporting into the use of loaner tablets, laptop chargers, cords and other accessories in meeting rooms. IT is currently working with the finance team to explore the use of HEAT Service Management to manage other non-IT type requests such as invoices and check requests.

Improved Visibility and Reporting

Better executive-level reporting was a priority for the firm when selecting a new service management solution, and HEAT Service Management has delivered on that expectation. Organizations can use HEAT Service Management’s dashboards and reporting out-of-the-box or create their own. “With HEAT, we’ve been able to easily identify trends and analyze data to improve IT service,” says the service desk manager. “And that lets us take the burden off the lawyers making them more productive.”

“The service improvement is evident in the numbers,” he says. “IT typically has only 3 percent of tickets open at any time, typically waiting on a vendor response—as compared to 60 percent before they had implemented HEAT Service Management.”

HEAT Service Management’s reporting also gives IT data for better decision-making. For example, IT was able to hire another service desk analyst. “By drilling into the reports, we were able to see that the greatest value would come between 7pm and 8pm, so we staffed another analyst for the evening,” he says.

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Service Desk Manager,
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Fostering a Cultural Change

The IT team has embraced HEAT Service Management for day-to-day work. In the past, especially in smaller offices where staff was accustomed to more personal support, a worker might drop by to submit a service request, but the analyst wouldn’t always enter a ticket. Many of those walk-up requests meant IT work went untracked and unaccounted for.

Education on best practices and training has been critical to the IT staff’s consistent usage of HEAT Service Management. “We got people excited about having a new, web-based global system for the service desk,” says the service desk manager. “We created a steering committee to gather ideas and also involved third-level support to show them the value. Seeing the efficiency of the HEAT Software dashboards and how easy it is to complete tasks and close a request has been really important in driving adoption at all levels.”

And of course, having the data comes in handy to reinforce the value. “People realize the importance of back staffing,” he says. “If someone in our department leaves and they’re working on 60 tickets a day, we have the data to prove that we need to hire a replacement.”

Taking the Next Steps

Next, the firm is looking to HEAT Service Management to automate workflows to increase service quality and efficiency. HEAT Service Management includes a powerful business process engine that allows companies to create and modify service workflows with a drag-and-drop designer. The incident management team is planning to use these workflows to automate many processes, including new-hire onboarding. IT also plans to use the HEAT Service Management mobile app to manage service requests and incidents through their devices.

More Information