



## Big 10 University Improves IT Services to Faculty and Students with HEAT Service Management

### ORGANIZATION

**Name:** Major Public Universities

**location:** Midwest

**Industry:** Higher Education

### SOLUTION

HEAT Service Management

### BUSINESS BENEFITS

- Gained trust of faculty with improved IT services
- Increased first-call resolution from 15 percent to 36 percent in three months
- Budget more accurately with better insight into IT support services
- Built a platform to provide business and IT services to different colleges and administrative departments



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Service Desk Manager,  
Large Public University

As a public institution, this Midwestern University offers top academics at an affordable price. It encompasses nearly 20 colleges, with specialties including agriculture, arts and humanities, social science engineering, nursing, human and veterinarian medicine, and law. More than 50,000 students attend its undergraduate, graduate and professional programs.

### An IT Transformation Journey

With funding for higher education tight and enrollment rising, the university was looking for ways to improve administrative efficiency without compromising academics. IT was a logical place to start.

The IT department at one of the university's major colleges adopted an ITIL approach to improve IT service delivery, and it needed a modern business service management platform to support the transformation. A decade-old version of BMC Track-It help desk software was an impediment.

The IT group for that college undertook an exhaustive selection process for a new business service management platform, first working with an independent consultant to vet the contenders, thus allowing the IT team to devote more time evaluating the final four.

The IT department chose to deploy HEAT Software's on-premise service management solution to support the college. “We chose HEAT because it gives us a solid out-of-the-box experience with the ability to customize as needed,” says the service desk manager.

### Improve IT Service Quality

HEAT's modular design allows IT to get started with service requests and incident management, allowing the faculty, administrators, and graduate students at the college to more easily request IT services using self-service or by contacting the support desk directly. “Using HEAT has enabled the support desk to resolve incidents more quickly,” says the service desk manager.

The IT team got a jumpstart on automating workflow with HEAT's workflow designer, which provided them with templates and predefined workflow blocks. The staff was able to use the drag-and-drop wizards to quickly create workflows, without requiring deep technical expertise.

The service desk analysts appreciate HEAT's intuitive and interactive interface, which allows them to quickly and easily access common tools and find the information they need to efficiently resolve users' issues.

The HEAT Voice module provides integration with the university's Avaya phone system, enabling users to reset their passwords via phone. The IT team also uses

HEAT Voice to proactively communicate with users. “If we have an outage, we use HEAT Voice to communicate the outage, while our support staff stays focused on resolving the issue quickly. For a small service desk, getting five to 10 calls every 10 seconds can be overwhelming. With HEAT, we can create a status announcement before the phones light up.”

HEAT’s dashboards and reporting allow the college’s IT managers to stay on top of their service quality and commitments. With a single view of operational, financial, and productivity dashboards, they are more informed and proactive. For instance, IT can now track agent performance for first-call resolution. “With HEAT, we’ve seen an increase for first-call resolution from 15 percent to 36 percent over the last three months,” he says. “We are projecting 60 percent first-call resolution after using the software for six months.” And, IT can work more strategically, too. “We can identify which services have the largest amount of incidents so we can follow through with change management processes,” he says.

The IT department is rapidly advancing its use of HEAT Service Management as it matures its service management processes. Adding HEAT modules, including change management, release management, and survey, is next on the to-do list. “The helpdesk, web services team, network administrators, and enterprise programmers want to be able to manage changes and have the ability to do charge-backs to the appropriate departments,” he says.

### A Positive Cultural Change

“Moving to HEAT allowed us to solidify a cultural change that we needed to make in IT,” says the service desk manager. “We needed to be more communicative with our clients—staff, faculty, and graduate students. With HEAT, we can automate more of the support process and let users know when an incident is resolved.”

Opening up the lines of communication has drastically improved the perception of IT. “Complaints are down from the groups who were previously very vocal, and we’re hearing praise from departments we’ve never heard from,” he says.

HEAT is helping IT be a strategic business partner. “With the ability to track our activities using HEAT, we can factor in the effectiveness of our IT services, the cost per user, and the departments with the largest impact into our budgeting process,” he says.

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### Align IT and Business

HEAT’s ability to support diverse business and IT service needs across dozens of colleges and departments was a key selection factor. “A university operates like a city, and as an IT shop, we are a service provider to that city,” he says.

IT has been exploring business service automation with the college’s administrative departments. First up is human resources. “We can use HEAT to support employee onboarding, training, and tracking of HR incidents,” he says. “We can also create a knowledge base to enable HR self-service.”

With HEAT, the university has a strong foundation to improve service quality for administrative and IT services, enabling its students and faculty to focus on learning in the classroom and in the field.

### More Information