



# Queensland University of Technology Wins Students' Respect with HEAT Service Management

## COMPANY

**Name:** Queensland University of Technology

**location:** Brisbane, Australia

**Industry:** Higher Education

**Website:** www.qut.edu.au

## SOLUTION

HEAT Service Management

## BENEFITS

- Self-service resolutions increased 300 percent within the first month
- Managing incidents is more automated and easier
- Automating assistance processes has significantly reduced full-time workloads to 15-minute projects



## ABOUT FUSION5

Fusion5 aims to provide higher levels of service and value to organizations that have recently implemented, or are about to implement leading software package solutions such as HEAT, JD Edwards, Oracle, Pivotal and PayGlobal.

Our guiding principles include:

- Ensure the customer implements the foundations correctly
- Work with our customers to offer a fresh perspective and new ideas
- Deliver value through speed, effectiveness, communication and closure
- Present opportunities to enable our customers to leverage their investments into the future

Fusion5 delivers on these principles. We have a team of consultants with a wide range of industry experience, years of implementation expertise, and practical hands-on configuration knowledge. We have seen many, many installations, and we know what works and what doesn't.

Students come to Queensland University of Technology (QUT) for real-world learning experiences that will earn them status as among the most employable university graduates in Australia. The university has a strong and rapidly growing reputation for research, with 70 percent of the university's research ranked world standard or above<sup>1</sup>. QUT enrolls more than 45,000 students on three campuses in and around Brisbane. To continue to attract students from across Australia and around the world, QUT is investing a half billion dollars to build and renew infrastructure for research, teaching, and learning and is actively recruiting research-capacity professors for teaching and research.

## A Rise in Expectations

Proposed changes to higher education in Australia could cause university tuition and fees to rise. "If this occurs, it will drive greater expectations for our services," says Mark McCormack, manager for technology support at QUT.

With an emphasis on delivering high-quality student services, the university has upgraded its service management tool to provide a responsive and efficient student and staff experience. QUT deployed HEAT Software HEAT Service Management to handle all IT requests from students and staff. With HEAT's modern approach to service management, QUT can blend best practices with configurable tools to manage infrastructure, control costs, and improve service quality.

At QUT, a focus on technology is important not only in courses and research, but also to run the university. QUT uses a number of applications and online services to streamline what were once manual processes for administration. "We allow students to enroll, assign study plans, define study life cycles, and more through online solutions. While other universities do a bit of online and manual administration for student services, we want to leverage technology to help streamline processes where we can," says Carmel Brown, manager of service design and business processes (governance and quality) at QUT.

This commitment to technology adds some complexities to the university's support requirements. "We wanted to ensure a positive self-service capability and enhance the clients' experience," adds McCormack. "HEAT Software HEAT improves our end-to-end service management by making us more effective in service delivery."

<sup>1</sup> Australian Government's research evaluation exercise (ERA) in 2010

## Professional Services Ease Migration

HEAT Software ITSM had been an integral part of QUT's technology support areas for years. When looking for a new solution, the IT team researched the three leading service management providers to ensure the university would have access to the best available technology. "During the demo of HEAT, we were amazed at the features and functionality available," says McCormack. "We wanted to go with what we knew from HEAT Software and our systems integrator, Fusion5. As a result, our decision has really paid off."

QUT deployed HEAT on-premise because of the greater ability to integrate applications. "We wanted to go on-premise so we could have more control, but we can watch the cloud and see if it suits us in the future," says McCormack. With HEAT, customers can choose from cloud and on-premise deployment models as well as a hybrid option that leverages both.

HEAT Service Management has been running at QUT since December 2013. More than 560 users access the HEAT platform, with functionality including incident, request, service catalog, change management, configuration, and survey.



QUT is voice-enabling its service desk with HEAT Voice so that users can automatically log and close incidents using voice prompts and integrated workflow. These outbound and inbound automations reduce call volume, contain cost, and drive higher levels of customer satisfaction.

HEAT's flexible and robust KPI reporting helps IT and other administrative departments gain visibility into its administrative processes to continue to improve service levels.

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"We depend on Fusion5's professional services because their hard work enables us to focus on the client deliverable. With HEAT and Fusion5 in the picture, we aren't tying up our resources in behind-the-scenes integration activities. We can work on implementing the service requests from the students and faculty."

Carmel Brown  
Manager of Service Design and Business Processes  
(Governance and Quality)

QUT relied on Fusion5 throughout the upgrade and will continue to work closely with the systems integrator as new services and modules are added. "We depend on Fusion5's professional services because their assistance enables us to focus on the client deliverable," says Brown. "With HEAT and Fusion5 in the picture, we aren't tying up our resources in behind-the-scenes integration activities. We can work on implementing the service requests from the university community."

## Students Ready and Willing for Self-Service

The university realized immediate improvements from the HEAT upgrade. Students and staff were quick to adopt self-service options through a service catalog and make requests directly, rather than calling or emailing the service desk. Self-service requests increased 300 percent during the first month, as the number of requests moved into the thousands—from a few hundred per month.

Incident management is more streamlined. The IT analysts prefer the new HEAT interface because it's much easier to input information and searching is faster. The team has automated many common incidents using HEAT's powerful templates.

## More Information

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