HEATsoftware™
The HEAT is on

SAIT Polytechnic Grades HEAT as First-in-Class for Support Workflow and Automation

COMPANY

Name: SAIT Polytechnic

location: Calgary, Alberta, Canada

Industry: Higher Education

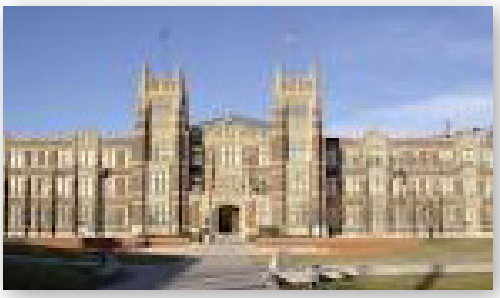
website: www.sait.ca

SOLUTION

HEAT Service Management

BENEFITS

- Eliminated multiple trouble ticket systems by standardizing on HEAT
- Automated workflow in a decentralized support environment
- Easily managed more than double the number of requests
- Quick to deploy, easy to maintain and modify



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Scott Taylor
Manager of Technical Services

Finding a job right out of college isn't easy, but SAIT Polytechnic in Alberta, Canada, gives its students a winning edge. Since 1916, the post-secondary institution has educated students from around the world, and for the class of 2012, 94 percent of students found a job after graduating. The school is full of talented and skilled resources, boasting 2,200-plus faculty and staff, who work with more than 75,000 students each year.

SAIT offers 82 certificate, diploma and applied degree programs, two baccalaureate degree programs, 30-plus apprenticeship programs and 1,675 credit and non-credit courses. This diverse set of classes and the shift to digital learning demands that more than 500 different applications are used to support the curricula. For many years, SAIT had separate help desks to support its academic departments and administration departments, but over time the ability to collaborate on common issues became increasingly difficult. The school turned to HEAT Software and its HEAT Service Management solution to streamline and automate its student and staff support across the different teams and service desks.

"HEAT is the support system used throughout the organization. It gives us the holistic view of support that we need for our clients, the students, staff and visitors to SAIT," said Scott Taylor, Manager of Technical Services at SAIT Polytechnic.

HEAT Takes Away the Guesswork

SAIT relies on HEAT to manage its information systems among diverse academic departments and administrative functions. Some Schools require support for engineering applications, systems and content, while other departments require support for different applications and devices. Support for all of SAIT's administrative and business applications falls to the central IS support team.

The faculty and staff leading evening classes had their own web-based ticketing system to record issues after normal business hours, while the central IS team, which provided support during the day, relied on HEAT. Both systems worked—but not together—causing major disconnects when it came to resolving issues in a timely manner. When faculty checked with the IS support team in the morning about a problem the night before, the support staff didn't always know about the ticket or if it was resolved.

"Not having visibility of tickets posted in the evening caused delays in services and duplicate work," said Taylor. "We had to reenter the request into HEAT, and there was duplication and double resourcing. After we deployed HEAT Self Service, these issues were addressed and it eliminated the need for a secondary ticketing system."

The IS support team has used HEAT to manage service requests at SAIT since 2002. Upgrading to the latest version of HEAT and adding the Self Service module introduced much-needed organization and streamlined the workflow process.

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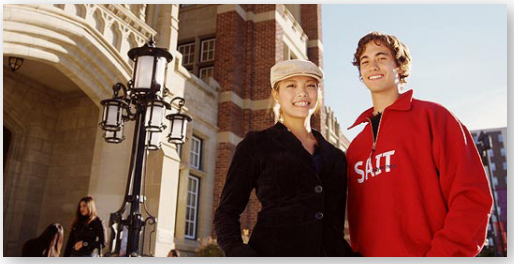
Self-Help and Surveys Earn High Scores

The school had no problems getting HEAT Self Service up and running. SAIT called in HEAT Software's Professional Services group, who implemented the new version and introduced use cases and process improvements. "We gave HEAT Software very short notice to come onsite, and they pulled it off effortlessly. We accomplished a lot of things that we never would have been able to do ourselves that quickly," said Taylor.

All the service desks at the college have access to HEAT. Instead of entering requests in multiple systems, everything is channeled through HEAT, where it is easily tracked. Users access the system through browser-based web forms to manage their tickets, and even faculty assistants can jump in and help professors report tickets when needed.



"There's nothing worse than when you are in front of a class of students and the application is not working," said Taylor. "You want to fix the problem fast."

The team also deployed the HEAT Survey module providing the IS support team with important feedback as to how they are performing. After every ticket closes, a survey is sent to the customer. The survey asks about the overall experience, including whether they were treated professionally, the level of communication, and the breadth of knowledge of the support provider.

"HEAT Survey has showed us that the vast majority of customers are extremely satisfied with our services," said Taylor. "Survey goes one step further by giving us an opportunity to understand clients who responded in a non-positive way. We can follow up with them and collect feedback on how to improve support."

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HEAT is Proven Expert in its Field

Since upgrading to the latest version, SAIT has seen the number of tickets managed in HEAT more than double. The IS support team expects to easily handle over 4,000 tickets during the fall, winter and spring quarters. The upgrade also introduced process efficiency improvements. The school's Microsoft® Active Directory is integrated with HEAT so that the updates and changes to customer information follow the existing business-rule system.

"We were manually importing customer and asset data. It would take weeks to add new students, and it was done on a nightly basis. HEAT makes that process much more automated and streamlined. We also increased security by moving to authentication off of our network and gaining more control over who has access," said Taylor.

The IS team has appreciated how easy it is to modify HEAT. Some members assign an administrative assistant to enter the tickets through HEAT, and the IS team added a new field to ease this process. "Adding this capability has really improved communications," said Taylor. "Some of our customers teach all day, and having the Reported-by field allows us to notify both the instructor and assistant with updates regarding their tickets," said Taylor.

Looking forward, SAIT will increase automation and improve its processes by leveraging the openness and flexibility of HEAT. "HEAT Software allows us to continually improve our environment. If another group has developed an enhancement, we can take what's valuable to us and implement it ourselves. We don't need programmers. HEAT is robust and allows us to adapt our support requirements to our unique business needs."

More Information

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