



Total Wine & More Savors Cloud-based Service Management

COMPANY

Name: Total Wine & More
Location: Potomac, Maryland
Industry: Retail
Website: www.totalwine.com

SOLUTION

HEAT Service Management, cloud deployment

BUSINESS BENEFITS

- Eliminated backlog of 500 tickets
- Cut misassigned tickets by 90%
- Fielded 300 fewer calls in the first quarter of use
- Improved measurements
- Service desk viewed as a partner to the business



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IT Service Desk Manager, at Total Wine

Summary

Whether it’s for a special celebration or an ordinary Saturday night, shoppers at Total Wine & More can select from more than 8,000 fine wines, 2,500 popular and craft beers and 3,000 different spirits from around the world. Total Wine & More is the largest independent retailer of fine wines in the U.S. and operates 100 stores in 15 states.

Revitalizing the Helpdesk

The fast-growing wine superstore was relying on a helpdesk solution that had gone flat. Using the aging Altiris helpdesk software was cumbersome. Staff could input tickets, but those requests were often missing vital information or languished in the wrong queue. Getting meaningful reporting meant Total Wine managers had to export data and manipulate it in Excel. Morale on the service desk was low.

As the new IT service desk manager for Total Wine, Candice Peacock’s top priority was to improve the service desk platform that supported IT, accounting and human resource processes for 2,000 employees. Total Wine set its sights on an IT service management (ITSM) solution that would improve support efficiency and effectiveness as well as would provide useful metrics. Having a self-service functionality was part of the blend of requirements, so stores could be notified immediately of any IT outages, including the business-critical point-of-sale system.

Peacock worked closely with managers in Total Wine’s stores and line-of-business managers to identify the pain points, and then led vetting of HEAT Software HEAT Service Management, Microsoft, ServiceNow, LANDesk and EasyVista. Peacock liked HEAT Software’s Hybrid IT strategy, which gave Total Wine the freedom to deploy in the cloud or on-premises. Ultimately, Total Wine selected HEAT Software’s HEAT Service Management in the cloud for easy scalability to support the company’s rapid growth and the ability to seamlessly integrate with its other business applications.

Total Wine chose to implement HEAT Service Management in the cloud for the easy deployment and hassle-free maintenance. “Based on our experience with upgrading our previous helpdesk solution, our IT team chose a hosted solution. We can depend on HEAT Software to upgrade the system. We don’t need to buy another server or maintain the software,” says Peacock.

Total Wine uses HEAT Service Management with Incident, Problem, Change, Knowledge and Service Request modules. Employees at headquarters or in any store can easily request a service or change, plan for appropriate remediation measures, automatically approve and authorize the request, implement the change, and audit the successful completion of the change. can get everyone who wants to be autonomous to share in the consistency and efficiency.”

Ready to Consume

“We really liked that we could use HEAT Service Management out of the box,” says Peacock. “We are implementing ITIL processes, and HEAT provided a good framework to start, and we didn’t need to tweak the workflow if we didn’t want. The incident and service request templates were ready to use immediately.”

The return was immediate. “We replaced our previous helpdesk system in less than 60 days,” says Peacock.

Total Wine’s retail, IT, and accounting teams use HEAT Service Management daily, and user reaction has been universally positive. With HEAT’s self-service portal, employees can submit new requests, report incidents and track the progress of their tickets with ease. In the first quarter of using self-service, the service desk staff fielded 300 fewer calls.

“Our users love the new HEAT system,” says Peacock. “Managers love having the information they need in easy-to-use dashboards and reports. Our retail employees can easily see if there is an outage with a key system, such as point-of-sale, and what they should use as a workaround.” Morale on the service desk has improved, too, as staff was trained on service desk and ITIL best practices and earned certifications on key business technologies.



The addition of HEAT Service Management’s workflow has helped Total Wine refine its business processes for IT, human resources and accounting. The service desk is now seen not only as experts in resolving IT issues, but also experts in the technology needs of the business.

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With the previous helpdesk product, creating tickets was so time-consuming and error-prone that there was a backlog of 500 open tickets. That inefficiency has been eliminated with HEAT Service Management.

HEAT Service Management’s drag-and-drop workflow designer makes it easy to create and modify service workflows. Under the old system, all accounting tickets had to be routed and handled the same way, which resulted in delays in service. “We worked with the accounting department to create templates that would be routed to three different groups,” says Peacock. “With the HEAT templates, we cut down on misassigned tickets by 90 percent.”

Automating workflow with HEAT Service Management in the cloud has made it easier to set up new employees, which is essential for a fast-growing retail business. In the past, managers used a paper form to request a laptop or desktop for a new hire, but the form didn’t ask whether the employee needed two monitors. “The manager would inevitably call to tell us that the new hire didn’t get what they needed,” says Peacock. “With HEAT Service Management, all of the questions for a new hire are part of the template.”

A Solution that Gets Better with Age

HEAT Service Management has become an indispensable tool for IT and the business alike. Total Wine’s IT infrastructure and business application development teams are using HEAT Service Management to make change and release processes more reliable. As next steps, Peacock is looking forward to turning on HEAT Voice to improve call handling and deliver even a better customer experience.

More Information