

Kifinti Initiates IT Improvements With Customers Using HEAT Software

KIFINTI PROVIDES AWARD WINNING SERVICE LEVERAGING HEAT SOFTWARE HEAT TO IMPROVE CUSTOMER SERVICE



COMPANY

Name: Kifinti Solutions Inc.

Location: Ontario, Canada

Industry: Support Center Solutions

Revenue: \$3 Million+

Employees: 15+

IT team: 10

Website: www.kifinti.com

SOLUTIONS

- HEAT ITSM
- HEAT Cloud
- HEAT Help Desk

BUSINESS CHALLENGE

- Customers do not have enough resources to properly execute IT best practices
- Service management implementations can be complicated, time consuming and complex

WHY HEAT Software

- Flexible delivery models
- Affordable pricing models
- Superior product expertise

BUSINESS BENEFITS

- Provide customers with optimal services using best-in-class ITSM solutions
- Provide local language support and product expertise
- Established relationships with existing customers
- Regional sales coverage in Canada

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Jon Camilleri - President & CEO of Kifinti



AWARDS

- Computer Dealer News - Channel Elite Awards
 - Best Mid-Market Solution: GOLD (Kifinti: City of Brampton project)
 - Best Service Organization: BRONZE (Kifinti: City of Brampton project)

BACKGROUND

Kifinti Solutions Inc. , since its inception in 2003 has been, a trusted leader in delivering service management solutions. Kifinti's team of skilled consultants, has been providing support center solutions since 1983 and helping its customers implement ITIL processes since 1999. As a HEAT Software partner for over almost 10 years, Kifinti's complete service offerings provide start to finish service, infrastructure & security management solutions to meet the strategic, process and solution implementation requirements to its customers. This includes the definition of process, selection and implementation of tools, integration with their customers' existing technologies, customization and extension of the solution set, testing, training, support and documentation.

BUSINESS CHALLENGE

Many IT organizations are not properly equipped with the level of ITIL expertise or don't have the resources and bandwidth to efficiently and effectively execute on the implementation of a full service IT Service Management (ITSM) solution. Kifinti has streamlined this process for its customers to be able to implement HEAT Service Management with great ease in less time than previously projected.

SOLUTION

Kifinti has delivered proven operational successes to its customers after implementing many of the products on the HEAT platform.

"Our goal is to provide business critical service delivery improvements for our customers. HEAT Service Management offers our customers flexible technology along with affordability to help our customers rapidly achieve real ROI," said Paul Kelsey, Sales at Kifinti Solutions.

Kelsey continues: "Our partnership with HEAT Software allows us to be the trusted resource with our customers and provide them superior product expertise coupled with extensive business process knowledge to enhance their day-to-day support services."

Recently, the City of Brampton, Ontario looked to Kifinti to assist in the install of HEAT Software HEAT ITSM.

"We had already implemented ITSM software from HEAT Software but to improve our internal service delivery with ITSM, we turned to Kifinti Solutions to help us implement and integrate HEAT Software's HEAT ITSM solution," said Rob Meikle, chief information officer of the City of Brampton, Ontario.

"Kifinti has also maximized (HEAT) ITSM capabilities far beyond our expectations," said Ann Perry, senior advisor of IT Service Management at Kifinti.

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RESULTS

Kifinti has been a trusted partner to HEAT Software for almost 10 years and has seen the importance of IT Service Management grow within organizations. With that, Kifinti has actively engaged in being a trusted resource for upcoming technology trends to its customers and helping them through each stage of technology adoption.

"Sometimes it is easier and smarter to walk before you run. We like to help our customers, from a 3rd party point-of-view, evaluate their environment and help them get a deeper understanding of what their current challenges are and how they can grow their business over time with the addition of supplemental services. With HEAT, we can do just that starting them off with the basic modules to get going and grow onto a fully integrated IT Service Management suite with fully integrated voice and client management capabilities." said Paul Kelsey of Kifinti.

With the implementation at Brampton, Meikle continues, "Kifinti's services have helped us integrate the (HEAT) ITSM modules to manage our Incident, Change and Asset Management processes. This integration has provided us with a better understanding of our day-to-day operations and produced metrics to identify service gaps so we can focus our efforts on improvements to our IT service delivery and support."

AWARDS

For their excellent work with the City of Brampton, Computer Dealer News recognized Kifinti with a gold medal for the "Best Mid-Market Solution." While earning the gold medal for their HEAT ITSM implementation, Kifinti was also awarded a bronze medal in the Best Services Organization category further recognizing Kifinti's capabilities as a HEAT Software and Service Management solutions provider. "We are very pleased to be recognized by Computer Dealer News for our work with the City of Brampton. Our partnership with HEAT Software coupled with our solution expertise allowed us to deliver the results to enable the City of Brampton to be proactive in their IT service delivery strategy," said Jon Camilleri, President & CEO of Kifinti.

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